



Balram Bhattacharya

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OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EXPERIENCE

Dec 2021
- Present

- **Support Engineer for Microsoft 365**
Concentrix (Convergys) India Pvt. Ltd.
 - Working on various technologies of Microsoft such as Microsoft 365 admin portal, Exchange online, Teams, OneDrive, SharePoint, Security & Compliance, Azure Active Directory, etc.
 - Providing support to clients such as Users, Global Admins and Microsoft Premiere Partners.
 - Working on active tickets, meeting the SLA, providing RCA and resolution to the end user within the expected time frame.
 - Working on escalations as an Acting Tier 2 for newly joined engineers.
 - Engaging with TA and SEE of Microsoft Inhouse to discuss the ongoing issues after generating the case summary report for TRB (Highly aged) cases.

Feb 2017
- Dec
2021

- **Executive Operations (US - Voice)**
Credence Resource Management
 - Handling Inbound and Outbound calls for the US clients.
 - Collecting past due Cellphone bills for one of the leading telecom service provider in US (AT&T)
 - Reporting unpaid bills to the Credit Bureau
 - Providing financial solutions to customers with long past due debts.
 - Handling second voices for and escalations for newly joined candidates.

April
2015 -
April
2016

- **Technical Support for Broadband services (UK - Voice)**
Concentrix (IBM Daksh)
 - Handling inbound calls for UK based customers and providing technical assistance for their Broadband services (ADSL and Fibre Optics both).
 - Acting as a Front line support and trying to fix their issue on calls, maintaining AHT, meeting the SLA and other due diligence.
 - Booking technician appointments incase of On site troubleshooting requirement.

EDUCATION

2023

- **Bachelor Of Arts**
Yashwantrao Chavhan University
B

- 2012

- **Higher Secondary Certificate (HSC)**
Pune university
48.35%
- 2010

- **Secondary School Certificate (SSC)**
Maharashtra Board
72.36%

SKILLS

- Energetic and strongly motivated to succeed hand in hand with the organization.
- Ability to manage and work cooperatively in a team.
- Ability to interact positively with a wide range of people from diverse background.
- Significant experience working with a range of individuals.



TECHNICAL SKILLS

- Knowledge of Salesforce CRM.
- Good knowledge of O365 and it's applications.
- Hands on knowledge of Dynamics 365.
- Good Working Knowledge of various tools as AD, Artiva, Citrix, Cisco VPN, Avaya, Rave

PERSONAL DETAILS

- Date of Birth : 20/09/1993
- Nationality : Indian
- Languages known : English, Hindi, Bengali & Marathi