

# Kavish Bhatia

## Permanent Address:

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## CAREER OBJECTIVE:

Dynamic and result-oriented with more than 2 years of experience in project management and customer support with a Passion for driving efficiency and delivering high-quality outcomes. Proficiency in Project coordination. Skilled in utilizing project management, and IT Service Desk. Strong analytical skills coupled with a collaborative approach to problem-solving. Eager to continue to project Success through effective planning organization and execution. Accepting the challenge of today's fastest developing industry by utilizing all the knowledge, skill and experience.

## PERSONAL ABILITIES:

1. Ambitious, hardworking, energetic and well-disciplined.
2. Positive thinking, self-motivated and flexible.
3. Quick Learner
4. Good management skills.
5. Team leading and leadership.
6. Good analytical skills.
7. Time-bound.
8. Target oriented.
9. Good communication skills.

## ACADEMIC QUALIFICATIONS:

1. Bachelor of Arts (Programme) from Delhi University in 2022.
2. Higher Secondary Certificate from CBSE Board in 2019.
3. Secondary School Certificate from CBSE Board in 2017.

## SKILLS:

1. Sound Knowledge of MS Word, MS Excel, and MS PowerPoint.
2. Proficient in Ticketing Tool i.e. Service-Now, Salesforce & in-house CRM tool.
3. Microsoft Office 365 (Outlook, MS Teams, MS Word, MS Excel, MS PowerPoint etc.)
4. Incident & Change Management.

## WORK EXPERIENCE:

- **Total IT Consultant LLP (04<sup>th</sup> April'23 – Till Now) – Service Desk Analyst**

**Projects** – Diageo, Freshfields, FA, Mitie & Fortive

1. Managing full-time engineers (FTEs) across global locations to ensure alignment with organizational goals and operational efficiency.
2. Built strong client relationships by delivering timely updates, resolving concerns, and providing a high level of customer satisfaction.
3. Handled client escalations effectively, demonstrating empathy and proactive problem resolution.
4. Answering the phones calls, obtain necessary information from the users to adequately describe the request or problem reported and put it into the tracking tool.
5. Routed problems with internal second and third-level IT support staff.
6. Used the Incident Management System to document and manage problems and work requests and their respective resolutions and circumventions.
7. Respond to telephone calls, emails, instant messages, and assigned tickets from users; Assign requests/incidents to appropriate support teams and follow up until closure.
8. Responded to, and diagnosed, problems through discussions with users, including problem recognition, logs, research, isolation, resolution, and follow-up steps; Provided level 1 remote desktop support and performed other activities based on SOPs & L1 Scripts.
9. Escalated complex problems to the appropriate support specialist. Acted as technical liaison between Service desk and IM support groups.
10. Maintained technical skill continuity and consistency of Service desk staff.
11. Ensured continuous improvement of services provided by the Service desk.
12. Developed and maintained a Training Plan for Service desk staff to support new technology.
13. Actively work with other groups to gather technical information in the case of outages, reduced services, emergencies, or other exceptions from the normal process.
14. Notification Escalation list, Service desk weekly schedule, support documentation, etc.
15. Audit/Monitor at least Help Desk analyst calls on a weekly basis through Call Recording tools, Live Barging, and Incident logging tools.
16. Develop processes to streamline the daily functioning of the Service desk including:
  - a) Work distribution.
  - b) Monitoring calls queue and mailbox handling.
  - c) User follow-up for end-to-end resolution.

- **TECH MAHINDRA (From 24<sup>th</sup> Jul'22 – 28<sup>th</sup> March'23) - Customer Support Associate**

**Process** - Amazon

1. Working as a backend customer support associate.
2. Monitoring the Ads for Amazon using Amazon workspace on Sherlock.
3. Identifying the Ads bugs and implementing adequate measures to achieve a successful outcome and then sharing the outcome Ads to Artificial intelligence.
4. Key Matrix like AHT, Production Hour, Precision.

## LANGUAGE SKILLS:

1. English and Hindi (Conversational Level)

## EXTRACURRICULAR ACTIVITIES:

1. Participated in Football Matches
2. Participated in various cultural activities

## HOBBIES/INTERESTS:

1. Playing Football.
2. Playing Computer Games.
3. Net Surfing.
4. Listening to Music.

## PERSONAL DETAILS:

<b>Name</b>	Kavish Bhatia
<b>Father's Name</b>	Pradeep Bhatia
<b>Date of Birth</b>	5th November 2001
<b>Gender</b>	Male

## DECLARATION:

I hereby declare that all the above information is true to the best of my knowledge and belief.

**Kavish Bhatia**