



# MAMTA

## CONTACT

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East Delhi, India 110092

## LANGUAGES

English

Hindi

## SKILLS

- Business development
- Lead generation
- Sales strategy
- Client management
- Proposal management
- Project execution
- Process optimization
- Quality assurance
- CRM tools
- Customer engagement
- Sales coordination

## PROFILE

- Seek a dynamic role in Business Development & IT Operations to contribute to business growth.
- Leverage technical expertise, IT service management, and sales strategies to optimize operations.
- Ensure service quality, customer satisfaction, and efficient process management.
- Continuously enhance skills and industry knowledge to adapt to changing market trends and business needs.

## EDUCATION HISTORY

**Master of Business Administration (Marketing), Mewar University, June 2024 – Current**

Mewar University Chittorgarh, Rajasthan

**Bachelor of Arts, Programme, June 2018 – Sep 2021**

School of Open Learning, University of Delhi

**Diploma in Hardware & Networking, Feb 2017 – Apr 2018**

Jetking Infotrain, Delhi

**Senior Secondary School Certificate, Commerce, Apr 2013 – May 2014**

Govt. Girls S S S, Radhey Shyam Park Delhi

**Secondary School Certificate, Apr 2011 – May 2012**

Govt. Girls S S S, Radhey Shyam Park Delhi

- Escalation handling
- Communication skills
- Negotiation tactics
- Cross-functional collaboration
- Team leadership
- Problem solving
- Critical issues
- Performance tracking
- Service improvement
- Sales planning
- Client relationship building
- Project leadership

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## ACCOMPLISHMENTS

- Handling multiple projects & Labs (BT, WTW, Dyson, Max Healthcare's, KEC International Limited, MVS)
- Achieved 100% target in this project
- Without Escalation 99.9% case resolved

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## INTERESTS

- Networking
  - Travelling
  - Market research
  - Customer engagement
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## WORK EXPERIENCE

### Operation & Quality Manager (Remote), ITECH GLOBAL SERVICES PVT, Feb 2021 – Current

- Strategized and executed initiatives for expanding market presence.
- Cultivated strong relationships with clients, stakeholders, and technology partners.
- Conducted in-depth market research to inform business strategies.
- Assist in drafting proposals, quotes, and contracts for potential clients.
- Worked alongside sales teams to effectively close deals and manage lead follow-up activities.
- Ensured profitable outcomes by negotiating competitive prices and comprehensive service contracts.
- Managed comprehensive IT service delivery, resolving technical issues promptly and enforcing SLAs.
- Led IT support teams comprising technicians, system engineers, and helpdesk staff.
- Ensured stability and functionality of IT infrastructure including networks, servers, and security systems.
- Established procedures to streamline IT processes and boost efficiency.
- Optimized service delivery through refined processes.
- Oversee budgets, cost control procedures, and vendor agreements for IT services and equipment.
- Monitored and evaluated business performance indicators to identify improvement opportunities.
- Work with various departments and suppliers for smooth project progression.
- Maintained comprehensive records for operational transparency.

### IT SERVICE COORDINATOR EXECUTIVE, Eagle Information Systems (P) Ltd, Jul 2019 – Apr 2021

- Managed the resolution process ensuring timely handling of IT problems.
- Served as main liaison among clients, technical teams, and vendors for IT service requests.
- Ensured service tickets met SLAs and maintained adherence to quality standards.
- Coordinated IT support engineers for both onsite and remote troubleshooting.

PERSONAL  
INFORMATION

DATE OF BIRTH: 07/01/1997

NATIONALITY: Indian

Marital status: Unmarried

Gender: Female

- Updated IT service records and client interaction logs for accuracy.
- Monitor IT infrastructure performance and escalate critical issues to relevant teams.
- Ensure compliance with data security policies, IT best practices, and service protocols.
- Managed vendor communications for procurement activities.
- Assist sales teams in preparing service proposals, quotations, and client reports.
- Tracked sales leads, service renewals, and contract negotiations to support business development.
- Enhance service coordination by optimizing internal processes.

TECHNICAL SUPPORT ENGINEER, Real Time Biometric Pvt. Ltd,  
Sep 2018 – May 2019

- Delivered tech support remotely and via phone for various IT services.
- Addressed client issues related to incidents, problems, and service requests.
- Helped customers optimize sales software solutions for enhanced performance.
- Collaborated with sales teams to facilitate software demos.
- Updated and maintained IT services documentation to ensure accurate records of client interactions.
- Collaborate with internal teams to improve service delivery processes and customer experience.
- Evaluated and monitored service inquiries to improve workflow efficiency.
- Maintain strong client relationships, ensuring high levels of customer satisfaction.