

Atul Fartiyal

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Education

Panjab University, Chandigarh

2010 - 20214

Bachelor of Engineering in Electrical and Electronics Engineering

Experience

HCL Technologies BSERV

04 Dec, 2019 - 29 Mar, 2021

Gurugram, India

Senior Customer Support Executive: Google Onsite Process of Order Management

Tools used: Salesforce, Vector Oracle, ERP, Billing Explorer, G Suite

- Managing daily tailor-made agreement/contract creation Process. Life cycle knowledge of CPQ, B2B, and Q2C processes.
- Validation of order form and performing order entry to booking and provision licenses using ERP.
- Working closely to help and support in closing multi-million deals with biggest groups like Softbank, SADA, Deloitte Consulting LLP, Xertica, Cloud Ace, Onix Networking, Randstad, Cloud technology solutions, and hundreds more (Both private and public sector accounts).
- Build productive relationships and feedback loops with Global Business Practices programmatic teams, Legal, Finance, Sales, Pricing, Compliance, Deal Strategist and Product teams to drive agreements/contract efficiencies.
- Market/Industry research on providing analysis reports of our competitors to our internal teams and clients using internal research tools.
- Point-of-contact for the sales teams in the opportunity to cash process, working with those teams to create a mutually agreeable commercial proposal within the remit of the Global Business practices team.
- **Project Specter:** Worked with Google's VP of Finance and team of 8 persons to review the missed domains revenue report (1.6 Billion USD approx.) due to engineering issues.

iEnergizer

18 Sep, 2018 - 15 Oct, 2019

Noida, India

Senior Customer Service Executive: International Blended Process

Tools used: Zendesk, CRM, ERP, Microsoft Excel, Slack

- Started with Roblox, to provide customer support on Zendesk and technical support to Roblox developers for the implementation of templates and format of codes to create new games or in-game items.
- Moderation of in-game chats, images, and trades to apply appropriate suspension or ban on account.
- Recovery of lost or accidentally deleted in-game items, lost account, or password after verification of ownership, in-game trades, and purchases.
- Provide technical solutions for issues related to latency in-game, error on a gaming console, network issue, graphics, etc.

- Billing issues to analysis and process of Charge back to process refund; and deal with different purchase fail issues in various payment modes.
- For 2K games, I was a member of the pilot batch for a new campaign with 13 agents and 1 team leader. Worked in a challenging environment to learn process workflow through documentation with limited client support.

Impactro Technology

03 May, 2017 - 10 Aug, 2018

Noida, India

Education Counsellor: Cold Calling and Face-to-Face Counselling

Tools used: Matlab Simulation, Microsoft Excel, Solar Panel hardwares

- Arrange workshops in engineering colleges to enroll students in vocational courses for semester breaks or placement enhancement.
- Engage with the on-site visitors for inquiry of professional courses, and follow-up calls to convert leads into sales.
- Coordinate with part-time faculty members and students to ensure timely completion of the course structure.
- Deliver short-term training on solar panels and development using Matlab simulation for electrical and electronics circuits.

Skills and Certifications

- **Management Skills:** Lean Six Sigma Yellow belt - University System of Georgia (Coursera); Initiating and Planning Projects, Budgeting and Scheduling Projects, Managing Project Risks and Changes - University of California, Irvine Division of Continuing Education (Coursera).
- **Business Skills:** Excel Skills for Business: Essentials - Macquarie University (Coursera); Pricing Strategy - IE Business School (Coursera), SQL.
- **Marketing:** Strategic Framework - GreatLearning; Fundamentals of digital marketing - Google Digital Garage; Google - Analytics, Adwords, Webmaster, Trends; Search Engine Optimization (SEO), Affiliate Marketing, PPC and CPA network.

Published Projects

- **Interleaved Technique Based DC-DC Converter using MATLAB Simulation:** This paper presents MATLAB simulation of interleaved technique based dc-dc buck-boost converter. Four switch converter, buck converter and boost converters are arranged in interleaved pattern with a damping circuit in between them. Input and output ripples of voltage and current of the converter is very low. The given system has very high efficiency with various applications.
Link: <https://www.ijariit.com/manuscripts/v1i5/V1I5-1142.pdf>
- **Simulation and Hardware Implementation of Interleaved Technique Based DC-DC Buck-Boost Converter:** This paper presents MATLAB simulation and hardware model of dc-dc buck-boost converter based on interleaved technique. With a desired output prototype of 36V,4.16A and 150W from a fluctuating input supply of 26 to 43V, two interleaved buck and two interleaved boost converters are arranged in cascade connection with a damping circuit. Various specifications of components are derived dusing steady-state analysis and triggering pulses for MOSFETs are generated using PIC microcontroller.
Link: <http://www.ijesrt.com/issues%20pdf%20file/Archive-2016/September-2016/77.pdf>