



# Balram Bhattacharya

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## OBJECTIVE

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

## EXPERIENCE

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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

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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

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- 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.

20%



## TECHNICAL SKILLS

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

## PERSONAL DETAILS

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