

Pravendra Singh Sisodia

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To secure a position in a reputable organization to expand my learning, knowledge and skills with optimum utilization of resources.

Technical Support Officer (International/Domestic)

- Professional excelling in project management, sales, and technical analysis. Demonstrated success in meticulous preparation of techno-commercial documents, cross-functional coordination, and strategic initiatives, including tender submissions and targeted email marketing, fostering comprehensive business growth.
- Proficiently handled the MBC (Metering, Billing and Collection) of Domestic electricity consumers of Ajmer Vidhyut Vitran Nigam Limited (AVVNL, Rajasthan) and North Bihar Power Distribution Company Limited (NBPDC, Bihar) and profoundly engaged in installation of Gas meters of Think Gas Pvt Ltd. in Bhopal, Rajgarh and Shivpuri (Madhya Pradesh).
- Extensive engagement in the British energy sector, notably in the Great Britain Smart Metering project, highlighting expertise in Smart Meter technology.
- Exceptional in resolving customer issues, conducting root cause analysis, and ensuring regulatory compliance for Electricity, Gas, and Heat Smart Meters.
- Exemplary in functional analyses of monitoring and HES systems for energy suppliers. Strong in troubleshooting, smart meter installation and asset Migration.
- Proven success in proactive client outreach through calls, emails, and In person. Expertly leverages CRM tools for precise lead tracking, ensuring accurate data maintenance and fostering profound customer understanding.
- Proven track record in responding to global customer inquiries, offering technical support, and collaborating on cross-functional solutions. Poised to bring a strategic, results-driven approach to elevate your organization.

Work Experience

Officer 1 at Secure Meters Ltd, Udaipur (Raj.)

Jan. 2022 - Present

- Currently engaged in the Great Britain Smart Metering project, contributing to the successful implementation and advancement of Smart Meter technology.
- Perfectly collaborated with AVVNL (Ajmer Vidhyut Vitran Nigam Ltd) in MBC.
- Actively assisted Think Gas consumers for PNG and CNG installation and other queries.
- Taking care of Customer Issues, management reports and Incident reports.
- Knowledge of Electricity, Gas and Heat Smart Meters.
- Conducted root cause analysis of technical issues, implementing preventive measures for future occurrences.
- Monitoring of SLA and KPI's of reported issues from customers and provide resolution within timeframe.
- Provided guidance on installing and integrating Smart Meters to remote clients.
- Proficient expertise in Asset Migration and Vends, ensuring a comprehensive understanding of key elements in the field.
- Responded to International customer inquiries and provided technical assistance over phone and in person.

Skills

- Proficient in Ticketing system (Zendesk and Jira tools)
- Inventory management
- Expertise in Quick books for accounting
- Database management and handling
- Shift roster and team management
- Specialization in CRM
- Quality analysis
- Data gathering & mining; Sourcing and searching

JUNE 2017 – SEPTEMBER 2019

Associate at Fusion Business Solution Pvt Ltd, Udaipur (Raj.)

Worked as a VA (Virtual Associate) on various assignments which were provided by the clients these clients are basically from the U.S & U.K. Generally the period for each assignment varied depending on clients requirements. Major tasks which I used to perform at my position are as follows:

- Business Process outsourcing (BPO) & Recruitment process outsourcing (RPO)
- Internet marketing (via various tools)
- Maintaining the social media channels of the organization and monitoring them on a regular basis for Comments and posts
- Organizing and monitoring the Webinars
- Secretarial Services
- Real-Time Remote Technical and General Support
- Developing and maintaining relationship with client via Call Email, and text

Education

2009 & 2011

10th , St Paul's Sr. Sec. School Chittorgarh (RAJ.)

12th , St Paul's Sr. Sec. School Chittorgarh (RAJ.)

2014

B.COM, Pacific Institute of Business Studies, Udaipur (Raj.)

2016

MBA (Major 1 – Finance, Major 2 – Marketing)

Pacific Academy of Higher Education and Research University, Udaipur (Raj.)

Personal Details

Date of Birth - 06 April 1993

Marital Status - Married

Disclaimer

I hereby declare that the information furnished above is true to the best of my knowledge.

