

# LOREM IPSUM

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## RELATIONSHIP MANAGER-IT SERVICES

*Seeking a position that provides ample opportunity to explore & excel while carving out the niche for personal, professional as well as organizational goals*

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### PROFILE

- Sincere, competent and goal-oriented professional having **9 years of experience across Client Interaction, Relationship Management, System Analysis and Web Designing**; spearheading efforts as **Relationship Manager with Carrot Technologies**.
- Deft at maintaining relationships within a set of clients, as well as nurturing new relationships, to develop and form long term partnerships.
- Focus on service quality with natural business acumen and a keenness to understand the IT infrastructure marketplace and embrace industry developments.
- Proficient with **Dell Power Soft Manager, Dell Blade Server M710 with chassis**, Wireless Access Point Installation, WAP Accession, IEEE 108.0g, Firewall Proxy, PAC File bots, Content Filtering, Dell T410/310, Dell power Edge, Finger Print Optimizer and IP address filtering.
- **Excellent interpersonal skills**: including expectation management, negotiating and influencing skills as well as the ability to deal effectively with people at all levels - internally and externally.

### Technical Skills

Software	Apache Tomcat, Adobe Dreamweaver, WampServer, XAMPP Server, WordPress
DBMS	MySQL, IBM DB2, Oracle
Language	Java, JavaScript, PHP, SQL, Visual Basic
Web Technology	HTML, XHTML
Operating System	Linux, Unix, Windows Vista/7/XP
Packages	Eclipse IDE, MS Office Suite

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### PROFESSIONAL EXPERIENCE

#### CARROT TECHNOLOGIES

September 2012-April 2016

#### Relationship Manager

- Efficiently managing the staff of 82 people consisting of Technical Team (2 Senior Developers, 4 Junior Developers, and 1 Graphic Designer) and Non-Technical/Operational Team (4 Team Leaders, 4 Senior Executives, 64 Executives and 3 Peons).
- Look after Daily Reporting using Schedule and efforts based Time Sheets methods; ensure completing targets in specified time by gathering requirements of client.
- Maintain coordination between client official and the Chairman of the company.
- Responsible for implementation of complete software solutions for existing as well as new clients and implementation of complete ITIL process in management.
- Deftly involved in signing Service Level Agreement (SLA) with client and signing Operation Level Agreement with all associated vendors.
- Entrusted with the responsibility of raising and releasing bills/payments; effectively organize different events for staff as well as for clients.
- Accountable for preparing Purchase Order by comparing different quotations from the vendors.

#### SANDIP FOUNDATION

September 2010-August 2012

#### System Analyst

- Directed efforts as System Analyst; meticulously handled over all Networking support for Organization.
- Effectively worked with Dell Blade 710 Server with R2 2008 Enterprise Edition; managed installation and configuration of switches, Patch Panels and OCS inventory installation with update.
- Involved in setting the proxy filter for different servers & systems where overall system load was more than 280.
- Deftly created, updated and maintained site pages in HTML, JavaScript, and PHP; liaised with producers and designers for major site changes.
- Maintained internal tools for managing site structure, news data and sports photos, using Java.
- Coordinated with third-party providers to ingest and integrate external sports data and generated content feeds for use on partner web sites.
- Meticulously supported with design efforts for site pages, content archival, photo galleries, video features, mobile WAP site, and third-party gadgets.
- Efficiently provided technical support for usability issues and critical site problems, as needed.