# FEROZ ALI A



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Address: 2/28 Hussain nager 2nd street | Royapettah |Chennai |PIN-600014 |Tamil Nadu |India

**Career Objective**

To attain a Leading and Challenging position in an organization, Ambitious and committed with a blend of positive attitude, strong commitment and a genuine desire to work. Handle technically challenging assignments and to be associated with progressive organization in the IT Industry which provides me with a dynamic work sphere, to extract my inherent skills and to be credit to the organization.

**Responsibilities**

* Work hard with time constraint.
* Evaluating the Assignment: Assigned Duty with respect to time and productivity.
* Handling RMA OD ITAC Team

**Career Highlights**

* Worked with WIPRO since from 9th June 2009 till Feb 2011.
* 35 Months in Hcl Technologies ETA1 navallur Chennai. Technical support operations, and Supply Chain Management (RMA OD) for BROCADE communication.
* Excellent verbal and written communication skills and strong inter-personal skills with the ability to work as a part of a team as well as in an individual contributor role.
* Strong leadership and motivational skills.
* Effective liaison with the customer.

**Educational Qualification:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Board/ University** | **Institution** | **Year Of Completion** | % |
| BSC Micro biology | Madras University | The New College | Chennai-600014 | 2006 | 65% |
| HSC | State Board | SMS Hrs Secondary  | 2003 | 60% |

**Professional Experience**

|  |  |  |
| --- | --- | --- |
|  **Company** | **:** | **HCL Technologies** |
|  **Project** | **:** | **BROCADE** |
|  **Designation** | **:** | **Supply Chain Management (RMA OD)** |
|  **Duration** | **:** | **April 2011 to Till date** |

**Job Profile**

Moved to supply chain management team with BROCADE project in HCL Technologies Chennai as a RMA specialist. Supporting RMA (Return Material Authorization) team replacing and exchanging the bad parts for a good one on time to make sure the customer environment is not affected.

**Roles and responsibilities in Brocade – RMA:**

* Replacing the part with respect to the warranty\contract that customer has purchased.
* Sending the part on time to make sure the customer environment is not affected.
* Assigning and coordinating with on-site tech for the part replacement.
* TPM Case Creation
* Processing 4hrs and 2hrs Delivery Orders
* Coordination on NFO (Next Flight out ) delivery
* Updating the inventory with the correct contracts from the defective part to the new part
* Coordinating with leading courier teams like UPS, Choice, DHL, and KWE for the delivery of the parts on time.
* Coordinating with IBM and UNISYS for the onsite part replacement.
* Working with different internal teams for the benefit of customer satisfaction.
* Using Oracle (PRODUCTION) PRD on erp1prod –Order Entry Application we create Orders and process for ship off
* SFDC (Sales force) is the application we use for ticketing purpose.
* Creating Change Notification via Install base for any changes in process
* Verifying contracts if Contracts shows Terminated/Expired/Renewal will coordinate with contract team for Updates.

**Application Used:**

1. Oracle (PRODUCTION) PRD on erp1prod- Order Management
2. SFDC- Case Documentation / Ticket analysis / POA update/ RMA lines / Case Creation.
3. CHOICE Apps manual Order from Choice
4. UPS Apps Manual Order from UPS
5. TPM- Using IBM Tool
6. Depot to Depot Transfer Process via ORACLE PRD on erp1prod- Order Management – Valid for INDIA.
7. EDI (Electronic Data Interchange)-Scripting via Choice tool

**PREVIOUS CONCERN:**

**Technical Support Engineer**: **June 2008 to Feb 1st 2011**

Previous Company**: Wipro Technologies Mysore Karnataka as CORE employee**

Client: CAIRN ENERGY (Domestic)

June 09th 2008 till Jan 31st 2011

Providing day-to-day technical support and administration of the technology infrastructure.

Installation and Troubleshooting of Applications. WEB Based Desktop Ticketing and Knowledge Base Support for daily Calls regarding Desktop, Laptop, Printer and Network related issues. Installation and troubleshooting of OS related issues (OS-Windows XP, Windows Vista, and Windows 7).MS Outlook (2000, 2003, 2007 and 2010), with MS Exchange server as the Mail Server. Creating, deleting and managing users in Active Directory. Creating, deleting and managing user rights in Active Directory. Creating, Deleting Distribution List & Security Group. Creating Mailboxes on Microsoft Exchange Server. Set Mailbox Limit on Storage Group. Providing first tier response, analysis and resolution planning for detected issues and seeking appropriate resolution of issues. Providing day-to-day technical support and administration of the technology infrastructure.Setting OS security & Windows 2003 and 2008 Server Hardening.

1. Handling All MS Outlook and MS Office issue of 2003+2007+2010.
2. Printer Configuration (Network mappings)
3. Software Installations.
4. Remote trouble shootings
5. Mapping Network Drives.

**Certification Details**

* Certified in  V3 on June 2012
* Completed Six Sigma Training and perusing with Project Submission.
* SCM Process flow Certification (Perusing)

**Hobbies**

* ART and CRAFT (manual Designing) - <https://www.facebook.com/NartExploreYourDesignes>.
* Football
* Travelling

**Areas of Interest**

* Admin Manager :Planning , Inventory , Warehouse ,
* Driving : Ready to Travel Independently

**PERSONAL DATA**

Name : Feroz Ali A

Father Name : Ali Basha (late)

Date of Birth : 09th Jan `85

Age : 28years

Gender : Male

Passport Number : G9533034

Educational Qualification : BSC. (Micro-Biology)

Work Experience : 48+ Months

Marital Status : Married

Languages Known : Tamil & English-(Read, Write &Speak)

 Urdu+Hindi+Kanada Speak only)

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 Royapettah

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 Tamilnadu,

 India.

 Contact Number : **9940113380**

 Mail Id : **Feroz.ali@outlook.com**

 **Declaration**

 I declare that the information and facts stated above are true and correct to the best of my knowledge.

 Date: 18th March 2014 yours sincerely,

 Place: Chennai Feroz Ali A