

## *Firdous Ahmad*

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Delhi



### **CAREER OBJECTIVE**

**Professional with total 9.8 years of experience.** Combined with team management skills. A quick learner with abilities to work in a team as well as independently. Decisive, action-oriented and result focused. Seeking a challenging position where my attributes of teamwork and my calibre can be translated into my personal and professional growth along with the growth of the company.

### **PROFILE**

- ⇒ Qualified professional, having Master of computer application (**MCA**) From **GALGOTIA INSTITUTE OF MANAGEMENT AND TECH.** affiliated to UPTU LUCKNOW ( Gr. Noida India) .
- ⇒ Great communication skill and rich domain knowledge with comprehensive understanding.
- ⇒ Commitment to development of best practices and adherence to standards.
- ⇒ Penchant for learning new technologies and skills.
- ⇒ Ability to prioritize and execute tasks in time-sensitive situations.
- ⇒ Focus and hardworking, self motivated team oriented, with proven capability to meet high pressure deadline.
- ⇒ Confident and resourceful with willingness to learn new concept and apply them to yield successful result.

### **PROFESSIONAL EXPERIENCE SUMMARY**

**Organization: "BSES RAJDHANI POWER LTD. (Reliance energy) NEW DELHI.**

**Previous Position: DATA CENTER TEAM LEAD.**

**Duration: From 12<sup>th</sup> dec 2013 to 31<sup>st</sup> Sep\_2022**

**Worked as "Data Center team Leader"** From 12<sup>th</sup> Dec 2013 to 31<sup>st</sup> sep\_2022 .

Worked on various software tools such as **SAP-IS-U** AND **CAS** (Customer application system) to monitor all data center activities .

**Current Position: DIVISION HEAD SUPPORT O&M .**

**Duration: 1<sup>st</sup> oct\_2022 onwards .**

### **CURRENT WORK PROFILE**

- ⇒ **Currently working as "Division head support" Operation & maintenance.**
- ⇒ **Responsible to prepare all sort of reports related to O&M.**
- ⇒ **Handling Poll tagging (new connection tagging & DT loss balancing).**
- ⇒ Hands on **DT Audit** module **DAM.**
- ⇒ Coordinate with **energy audit team** at division level.
- ⇒ Execute job effectively on high pressure deadline.
- ⇒ Data analysis on routine basis

**PREVIOUS WORK PROFILE AS" DATA CENTER TEAM LEADER"(DCL)**

**Monitor all data center activities Such As..**

- Data preparation**
- Data coordination**
- Pre audit validation**
- Creating MIS report for management**

**Role & Responsibilities as DCL:**

- ⇒ Handled a team size of **50+ members**.
- ⇒ Monitor team performance.
- ⇒ Responsible for completion of DATA PACKING at revenue cycle module (**RCM**) end on prefix schedule.
- ⇒ Responsible to increase **METER DOWNLOADIG %** for data accuracy.
- ⇒ Responsible to get energy consumption, unit/month of consumers & process the same for **billing**.
- ⇒ Responsible to handle all data center related queries from RCM & other depts.
- ⇒ Regular fallow up with O &M team & MMG teams
- ⇒ Work hard to meet the target set by company.
- ⇒ Report to management on weekly basis.
- ⇒ Conduct motivation and encouraging session for juniors on monthly basis.
- ⇒ Inspire team with clear vision and mission
- ⇒ Interact with regional head (business) and data center head to plan , strategy to hit the target set by company.
- ⇒ Target and develop strategies for winning company's goal
- ⇒ business performance reporting
- ⇒ Continuous follow up with the consumers.
- ⇒ Establish and maintain database.
- ⇒ Vendor bill processing.

**PRIVIOUS ORGANISATION EXPERIENCE:**

**Organization: "ZI INFRA CON"**  
**Position: IT associate .**  
**Duration: FROM 3<sup>rd</sup> aug\_2012 to 3rd july\_2013**

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**ACADEMIC CREDENTIALS**

2010	<b>MCA</b> (MASTER OF COMPUTER APPLICATION) From UPTU INDIA (Regular )
2005	BSC (Graduation )from VBSP University jaunpur (UP) INDIA. (Regular)
2002	12 <sup>th</sup> from UP BOARD (Regular )
2000	10 <sup>th</sup> from UP BOARD (Regular )

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**TECHICAL SKILLS**

- ⇒ Hand on with **SAP ISU & CAS S/W Tools ,DAM**
- ⇒ DT audit module .

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### **KEY ATTRIBUTES**

- ⇒ A young, dynamic & professionally competent professional **Completed MCA** And determined to shape a gratifying career.
- ⇒ Conceptually strong, systematic, organized, hardworking and dedicated team player with an analytical bent of mind, determined to be part of a growth-oriented organization.
- ⇒ Good communication skills, with proficiency in English & Hindi,urdu both verbal and written, with the ability to perform unmatched expectations.
- ⇒ Disciplined way of working.
- ⇒ Optimistic in nature.
- ⇒ Young and energetic personality.

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### **PERSONAL DETAILS**

Date of birth : March 28, 1985  
Marital Status : Married  
Father's Name : Salahuddin Ahmad  
Nationality : Indian  
Languages known : Fluent in English Urdu & Hindi

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**Date :**

**Firdous Ahmad**