
MONAL SOLANKI

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Professional Objective

I aspire to excel in the field of Application Support, System Management, Administrative aspects. Seeking a responsible and challenging position in the field of Application Support, Network, EDP, System support.

Skills

- Application Support
- MIS
- Sales Force (CRM Tool)
- System Analyst
- Travel Management
- Troubleshooting
- Testing Applications
- Communications Skills
- Negotiation Skills
- Identifying and Managing Customer's Expectations

Experience

Senior Business Coordinator

August 2007

Interglobe Technology Quotient Pvt Ltd - Vadodara

- Leading the entire territory for Operation support of customized GDS (Galileo)System.
- Giving training to the End User on Galileo system.
- Working on Salesforce CRM tool.
- Technical Administration, Software support & Report making.
- Handling all kind of MIS & Other reporting.
- Software and Networking support to different terminals at different Agencies.
- Testing applications.
- Handling All Types Of queries & their Solutions.
- Nodal point for settling customer complaints.
- Handling Inventory for the Office.
- Working on VPNU Routers.
- Daily administrative activity pertaining to office and maintenance.
- Coordinator with regional office and corporate office for system related matters.

Technical Support

May 2005 to July 2007

Re-Tech Infotech - Rajkot

- Company is taking Annual maintenance contract of computers and other IT services in government sectors.
- Working for the RMC (Rajkot Municipal Corporation) / Western railway - Rajkot Division / Income tax department - Rajkot.
- We are working in the Mixed Team Structure.
- Technical Support to all department of RMC.
- Handling IVRS system for Western Railway Rajkot.
- Daily reporting to my immediate senior.
- There are two TRAINEES working under my lead.
- Responsibilities Leading the entire Plant Operations for support the customized ERP System in RMC (under e governance).
- I need to use my analytical, design and trouble shooting skills.

Technical Support

October 2004 to April 2005

Amafh Marketing - Rajkot

- Responsible for the entire Plant Operations for Systems at Custom & Central Excise Rajkot.
- Technical Administration, Software Support and Report Making.
- Desktop Administration and Backup Activity.
- H/W and Networking Support.
- I need to use my analytical, design and trouble shooting skills.
- Programming & Designing Different Type of Reports As Per requirements Of Various Departments.
- Handling Network of more than 90 computers.
- Handling All Types Of Queries.

Junior Programmer

May 2004 to September 2004

Asia Plus - Rajkot

- Database designing , relationships among the tables, normalization
- Dummy and live/real data testing
- GUI based application development in ACCESS, ORACLE, MYSQL with Visual Basic 6.0

Education

Master of Science : Information Technology, June 2004

Saurashtra University - Rajkot

61.00%

Bachelor of Science : Information Technology, May 2002

Saurashtra University - Rajkot

55.60%

H.S.C. : Science, March 1999
S.Z. Waghela High School - Khambhat
48.00%

S.S.C. - General, March 1997
M.T. High School - Khambhat
69.86%

Accomplishments

Explore India

- Team Size: 2 Role: Developer Technology: Visual Basic 6.0, Access, Data Report Description: Explore India has been developed to get information about the places demanded by tourist.
- It gives the detailed information about the Places & Hotels , nearest Airport or Railway station from a specific place.
- This was submitted as a project to Saurashtra University in final semester of B.Sc.I.T.

Payroll System

- Team Size: 3 Role: Developer Technology: Visual Basic 6.0, MS Access Description: The Payroll System all the information about the employee, their attendance and leaves.
- A Payroll System functions all management tasks computerized such as - Calculate salary according to employee's attendance, Generate leave notes and their approvals.
- This was submitted as a project to Saurashtra University in final semester in M.Sc.I.T.

Personal Details

Date of Birth	:	04.04.1982
Gender	:	Male
Language	:	English, Gujarati, Hindi
Nationality	:	India
Marital Status	:	Married
Hobby	:	Travelling, Sports, Music

Yours Truly,

Monal Solanki