

Yash Manmode

IT Helpdesk Engineer | Salesforce Admin | SQL  yashmanmode145@gmail.com |  9860423862 |  [LinkedIn](#) |  Nagpur, India

Professional Summary

IT Helpdesk Engineer with **1 year of experience** in providing first-line technical support, managing ticketing systems, and coordinating project operations. Skilled in **Salesforce CRM & Admin**, ERP tools, SQL, and data management, with hands-on experience in project materialization, resource allocation, and billing processes. Adept at troubleshooting software and system issues, managing escalations, maintaining end-to-end project data, and supporting PMO activities. Committed to delivering high-quality service, process improvements, and building strong client relationships.

Professional Experience

IT Helpdesk Engineer | iSource Pvt Ltd (Client: Persistent Systems) | 28 June 2025 – Present - Delivered first-line technical support to users, resolving software and system-related issues efficiently. - Managed ticketing via email, ensuring timely resolution of user queries. - Successfully resolved **3,000+ support tickets**, providing consistent and reliable service. - Managed **escalated tickets and critical issues**, coordinating with teams to ensure timely resolution. - Worked on ERP tools for project estimation, opportunity management, and materialization from scratch. - Maintained and updated monthly resource data including rate rules, extensions, and purchase orders. - Provided end-to-end project support, from indent creation to resource deployment and billing. - Supported full project lifecycles monthly — including resource allocation, invoicing, and reporting. - Maintained revenue tracking and reporting across multiple technical projects. - Acted as the key point of contact (POC) for Project Managers, Account Managers, and Delivery Partners, providing solutions for all project-related queries. - Recommended process improvements and ensured adherence to standard operating procedures. - Supported PMO activities by assisting Project Managers with operations, resource allocations, release tracking, and billing processes. - Built strong client relationships through open communication and timely support.

Technical Skills

- Ticketing & Email Support
 - ERP Tools (Project Estimation, Opportunity Management, Resource Allocation)
 - **Salesforce CRM & Salesforce Admin (Admin Level)**
 - SQL – Data queries, reporting, and analysis
 - Data Management & Reporting (Rate Rules, Extensions, Purchase Orders)
 - Project Coordination & PMO Support
 - MS Office (Excel, Word, Outlook)
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Achievements

- Successfully resolved **3,000+ support tickets**, ensuring high user satisfaction.
 - Managed **escalations** effectively, reducing critical issue resolution time and business impact.
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Certifications

- **ITIL 4 Foundations**
 - **SQL Certification – HackerRank**
 - Salesforce Admin (Admin Level)
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Education

Bachelor of Computer Applications (BCA) | RTMNU University | 2023

Additional Information

1. Date of Birth (DD/MM/YYYY): 11/07/2003

2. Total Work Experience: 1 Year 5 Months

3. Relevant Work Experience in Each Skill:

- Technical Skill 1 – ERP (1.5 Years)

Experience in handling ERP-related activities such as user support, data entry, and coordination with internal teams for issue resolution.

- Technical Skill 2 – Indent Creation (1.5 Years)

Responsible for raising and tracking indents, ensuring timely material requests and procurement support.

- Technical Skill 3 – Opportunity Management and Materialization (1.5 Years)

Managing opportunities and coordinating with stakeholders for project and material updates within ERP systems.

7. Currently Working: NO

8. Current/ Last Organization Name: I Source Infosystems Pvt. Ltd (Client – Persistent Systems)

9. Current/ Last Role/ Designation: IT Helpdesk Engineer

10. Notice Period (in Days): 45 Days

11. Current Annual CTC (in Rs.): ■2,40,000

12. Expected Annual CTC (in Rs.): ■4,50,000

13. Current Location (City & State): Nagpur, Maharashtra

14. Home Location (City & State): Om Nagar, Mankapur, Maharashtra

15. Highest Education: Bachelor of Computer Applications (BCA) – 2023

16. Ready to Relocate to Nagpur: YES

17. Have you been contacted by any HCLTech recruiter/employee for a job opportunity?: NO

18. Have you been interviewed before at HCLTech?: NO

19. Are you a rehire case for HCLTech or any of its group companies?: NO

20. Are you ready to Work from Office (Nagpur Location): Prefer hybrid model (partly remote, partly in c