

PRIYANKA KUMARI

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OBJECTIVE

Detail-oriented IT professional with 1 year 9 months of experience in technical support and client service, seeking a Desktop Support role to leverage my skills in troubleshooting, system maintenance, and end-user assistance. Committed to resolving issues within SLA, improving system uptime, and ensuring user satisfaction..

EXPERIENCE

2022-24

ANALYST, CAPGEMINI

- Handled daily service tickets related to desktop and laptop issues, achieving 95%+ SLA compliance.
- Installed and configured operating systems and essential software based on user requirements.
- Supported remote desktop access, printer configuration, and basic networking issues.
- Performed basic troubleshooting of hardware (RAM, HDD) and software conflicts.
- Managed password resets and user access through internal tools.
- Maintained documentation of resolved issues to help in knowledge transfer.
- Coordinated with the L2/L3 team for unresolved issues and followed up for timely resolution.

EDUCATION

2021-23

MBA, INDIRA GANDHI OPEN UNIVERSITY

MASTERS FROM BIT, BANGALORE

2016-20

BACHELOR OF ENGINEERING (CSE), BRINDAVAN COLLEGE

WORKED ON DEVELOPMENT OF DAILY EXPENSE APP AND DEPLOYED THE NODE JS APP TO AWS

SKILLS

- **Desktop & Laptop Support** – Troubleshooting system and hardware issues.
- **Ticket Handling** – Managing issues via email/chat/IMS within SLA.
- **Software Installation** – Installing OS, apps, drivers per requests.
- **Network Support** – Fixing LAN, Wi-Fi, DNS, and connectivity issues.
- **User Access Management** – Handling account setup and permissions.
- **Remote Support** – Assisting users via RDP, TeamViewer, AnyDesk.
- **Root Cause Analysis** – Identifying recurring issues to prevent repeats.
- **System Maintenance** – Performing updates, backups, and health checks.
- **Client Communication** – Resolving queries with clarity and professionalism.
- **Team Coordination** – Collaborating with L2/L3 for complex issues.