

Soumya Balan  
IT SUPPORT

Sulthan Bathery, Kerala, Kerala - Email me on Indeed:  
[indeed.com/r/Soumya-Balan/97ead9542c575355](https://www.indeed.com/r/Soumya-Balan/97ead9542c575355)

➤ To work in a progressive organization where I can enhance my skills and learning to contribute to the success of the organization.

#### WORK EXPERIENCE

Technical support engineer

Microsoft

Position: TECHNICAL SUPPORT ENGINEER

Company: Microsoft Corporation - Microsoft India Global Technical Support Center (Microsoft IGTSC), Bangalore

Years of Experience: 2 Years and 4 Months

#### Responsibilities

- Represent Microsoft and communicate with corporate customers via telephone, written correspondence, or electronic service regarding technically complex escalated problems identified in Microsoft software products, and manage relationships with those customers.
- Manage not only the technically complex problems, but also politically charged situations requiring the highest level of customer skill.
- Receive technically complex, critical or politically hot customer issues, and maintain ownership of issue until resolved completely.
- Solve highly complex problems, involving broad, in-depth product knowledge or in-depth product specialty.
- Use trace analysis, and other sophisticated tools to analyze problems and develop solutions to meet customer needs.
- Lead triage meetings to share knowledge with other engineers and develop customer solutions efficiently.
- Act as technical lead, mentor, and model for a team of engineers; provide direction to others, review solutions and articles, mentoring existing & aspiring Engineers.

➤ Write technical articles for knowledge base.

➤ Consult, collaborate and take escalations when necessary.

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➤ Maintain working knowledge of pre-release products and take ownership for improvement in key technical areas.

➤ Manage customer escalations and recognize when to solicit additional help.

Participate in technical discussions and engage with product team if required to resolve issues and represent customer segments.

#### Exchange Server Knowledge

➤ Exchange Server 2007

➤ Exchange Server 2010

➤ Exchange Server 2013

➤ O365

#### UG PROJECT TITLE: Memory Bounded Anytime Heuristic Search A\* Algorithm

➤ This Project presents a heuristic-search algorithm called Memory-bounded Anytime Window

A\*(MAWA\*), which is complete, anytime, and memory bounded. MAWA\* uses the window-

bounded anytime-search methodology of AWA\* as the basic framework and combines it with the

memory-bounded A\* -like approach to handle restricted memory situations.

Simple and efficient versions of MAWA\* targeted for tree search have also been presented.

Experimental results of the sliding-tile puzzle problem and the traveling-salesman problem show

the significant advantages of the proposed algorithm over existing methods.

#### Technical and Co-Curricular activities

➤ Star Performer in Microsoft IGTSC in 2014.

➤ Paper Presentations on Applications of Robotics in INOX 2K12.

➤ Attended a Three-Day workshop on C and C++ Programming and Aliasing.

➤ Attended a One-Day workshop on Java and Hardware Workshop at VECW

➤ Paper presentation 4G Technologies, Cloud Computing, Heuristic Algorithms and Applications, Open Source Software.

➤ Multimedia presentations on Artificial Intelligence, 6th Sense, and Robotics.

➤ Completed training of OCA (9i, 10g) from Oracle University.

➤ Attended SPARK training program in Infosys Mysore.

➤ Attended System Hardware Training program at HCL, Pondicherry.

## EDUCATION

BE in Computer Science and Engineering

Vivekananda Engineering College for Women - Chennai, Tamil Nadu

2013

BTEC HNC in Aviation in Hospitality and Travel Management

Frankfinn Institute of Airhostess Training - Calicut, Kerala

2008

State Board

2007

## SKILLS

Linux (Less than 1 year), Microsoft Office (Less than 1 year), MS OFFICE (Less than 1 year),  
problem solving (Less than 1 year)

## ADDITIONAL INFORMATION

Skill Set

- Excellent communication and interpersonal skills.
- Proficient in Computer Applications -Microsoft Office Windows (Windows 2007, XP, 8, 8.1 and Windows 10), Linux, Fedora.
- Strong analytical and problem solving skills.
- Ability in managing a team of professionals and enjoy being in a team.