

DEEPIKA KJ

Technical Support Engineer

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Bangalore, Karnataka, 563136, India

Experienced Technical Support Engineer skilled in L1/L2 application support, SQL backend troubleshooting, and efficient ticket resolution. Dedicated to resolving technical issues promptly, enhancing system performance, and ensuring customer satisfaction. Seeking to contribute to Idea Infinity IT Solutions.

Work Experience

Technical Support Engineer

Jan 2022 - Present

Idea infinity IT solution | Bangalore

- Provided technical support for L1 and L2 issues related to process applications, with a focus on SQL backend support.
- Utilized SQL queries and scripts to analyse data and troubleshoot backend issues efficiently.
- Managed and resolved tickets within agreed SLAs, ensuring timely resolution of technical issues.
- Collaborated with cross-functional teams to address complex technical challenges and improve system performance.
- Contributed to the development and enhancement of support processes and documentation.
- Supported the implementation, configuration, and maintenance of process applications.
- Assisted end-users with application usage, troubleshooting, and technical inquiries.
- Efficiently managed and resolved tickets using ServiceNow and Jira, ensuring adherence to SLAs.
- Conducted training sessions for end-users on application functionality and best practices.
- Participated in testing and deployment activities for application updates and enhancements.

Core Skills

Ticketing Systems : JIRA (Advanced),
Databases : MySQL (Experienced),
MongoDB (Intermediate),
Oracle DB (Proficient),
Microsoft SQL Server (Proficient),
Proficient in L1 and L2 process application support,
including database management and query optimization,
Expertise in ticket solving and incident management,
Excellent troubleshooting and problem-solving skills,
Familiarity with ITIL framework and support processes,
Effective communication skills

Education

C. Byre Gowda Institute of Technology

Mar 2016 - May 2019

Bachelor of Engineering

Electronics and Communication Engineer
GPA 68%

GPT KGF

May 2013 - May 2016

Diploma

Electronics and Communication Engineer
GPA 63.7%

Languages

English (Professional Working Proficiency)

kannada (Native)

Telugu (Bilingual Proficiency)