

Anupriya

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PROFESSIONAL EXPERIENCE

Lead Technical Support Engineer

Concentrix

May '23 - Present

Gurugram, Haryana

Microsoft Process

- **Engaged** in Microsoft processes with a specialization in **Azure services**.
- Proficient in **Azure Virtual Desktop (AVD)** and **Remote Desktop Services (RDS)**, backed by **1 year** of dedicated enterprise support experience.
- Demonstrated expertise in **remotely troubleshooting** deployment and post-deployment issues for **AVD, MSIX app attach, and Azure Virtual Machine configurations**.
- Skilled in managing users and computers within Active Directory environments, ensuring seamless directory services.
- **Managed group policies** across multiple domains and network environments, maintaining consistent and secure configurations.
- Experienced in setting up and troubleshooting **Universal Print in Azure, streamlining print management** in cloud environments. Engaged in Microsoft processes, specializing in Azure services.

Technical Support Engineer & Process Trainer

Teleperformance

Apr '21 - May '23

Jaipur, Rajasthan

- Recognized for proficiency and **promoted to a Trainer position**.
- **Conducted comprehensive training sessions** on Adobe's video editing software suite for new hires and existing team members.
- **Developed training materials** and resources aimed at enhancing team competency in Adobe applications.
- Offered ongoing coaching and support to ensure team members remained adept at addressing customer technical queries effectively.

KEY SKILLS

Communication Skill

Troubleshooting

Documentation

Training and Development

Application Installation Crash Issues

Universal Print

Remote Desktop Services Deployment

Azure VM

Azure Virtual Desktop

Windows Task Scheduler

FsLogix

EDUCATION

University Of Rajasthan

Masters of Sciences in Geology - 71%

Jul '19 - Jul '21

Jaipur, Rajasthan

CERTIFICATIONS

- Azure Virtual Desktop **Foundation+Specialist**
- **JUMP (2 months Certification Course)**, for enhancing troubleshooting, training skills, and content creation skill

AWARDS & RECOGNITION

- Received **Best Trainer** of the month award in Teleperformance