# **Anupriya**

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### PROFESSIONAL EXPERIENCE

## **Lead Technical Support Engineer**

May '23 - Present

Concentrix 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.

## **Techincal Support Engineer & Process Trainer**

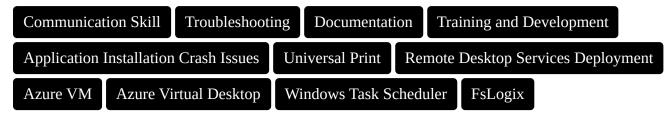
Apr '21 - May '23

**Teleperformance** 

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**



## **EDUCATION**

## **University Of Rajasthan**

Jul '19 - Jul '21

Masters of Sciences in Geology - 71%

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