

OBJECTIVE

Dedicated Service Desk Analyst with extensive technical expertise and a demonstrated history of delivering exceptional customer support. Proven ability to troubleshoot and resolve complex IT issues, ensuring efficient and uninterrupted service delivery. Adept at diagnosing problems, implementing effective solutions, and maintaining high levels of user satisfaction. Known for strong problem-solving skills, meticulous attention to detail, and a commitment to continuous improvement in IT service management. Experienced in working collaboratively with cross-functional teams to enhance system performance and optimize support processes.

Experience

• HCL Technologies – Bangalore – Network Engineer Oct 2022– Present

Delivered comprehensive technical support to end users, addressing a wide range of hardware and software issues with precision and efficiency.  
Resolved IT service requests promptly, ensuring minimal disruption to user productivity and maintaining high levels of customer satisfaction.  
Maintained thorough and accurate documentation of IT incidents and resolutions, contributing to knowledge base and improving response times for future requests.  
Collaborated effectively with team members to troubleshoot and resolve complex technical problems, leveraging collective expertise to enhance problem-solving efficiency and foster a collaborative support environment.

Skills

- |                         |                       |                              |
|-------------------------|-----------------------|------------------------------|
| • Communication skills  | • Attention to detail | • Presentation               |
| • Active listening      | • Problem-solving     | • Positive attitude          |
| • Adaptability          | • Multitasking        | • Patience                   |
| • Technical proficiency | • active learning     | • Teamwork and collaboration |

Tools

- |                   |                     |                    |                    |        |       |
|-------------------|---------------------|--------------------|--------------------|--------|-------|
| • Python          | • Azure             | • Javascript       | • Citrix workspace | • HTML | • CSS |
| • Microsoft Teams | • Technical support | • Active Directory | • Microsoft Office |        |       |

Education

• B.Sc – Statistics 2018– 2021

Acharya Nagarjuna University  
Percentage – 63%

• Higher Secondary Education, Andhra Pradesh , State Board 2018

Mordern Junior College  
12th percentage – 58%