



SARANYA THOTA

PROFILE

Dedicated and results-driven Technical Support Associate with 1.5 years of experience in voice-based IT service desk operations, specializing in first-line support for desktop systems, software applications, and network connectivity issues. Demonstrates strong troubleshooting skills, with a proven track record of achieving high first-call resolution remote assistance tools such as TeamViewer, AnyDesk, and Remote Desktop. Known for maintaining a calm and professional demeanor in high-pressure situations and building rapport with customers to ensure satisfaction and trust.

CONTACT ME



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EDUCATION

ISTS WOMENS ENGINEERING COLLEGE

B.Tech - Ece

2023 - 75%

VIGNANA BHARATHI JUNIOR COLLEGE

2019 -86 %

SRI GOWTHAMI E-TECHNO SCHOOL

2017 - 92 %



EXPERIENCE - TECHNICAL SUPPORT

Nov - 2023 to -2025 going on..

Visualpath it Services ,Hyderabad

- Delivered technical assistance to customers via phone, resolving hardware, software, and connectivity issues with a first-call resolution rate of over 85%..
- Assisted in remote desktop support using tools like TeamViewer, AnyDesk, and Remote Desktop Connection to resolve complex technical problems..

- Trained new team members on call handling techniques, technical workflows, and internal documentation practices
- Handled high call volumes in a fast-paced environment while maintaining professionalism, empathy, and adherence to quality standards.
- Provided step-by-step troubleshooting for Windows, macOS, and mobile platforms, ensuring user satisfaction and reduced downtime.

➤ KEY ACHIEVEMENTS

- Recognized as "Top Performer" for three consecutive quarters based on customer satisfaction scores and call quality audits.
- Trained and mentored 5+ new team members, accelerating their onboarding and improving their average performance by 15%.
- Handled peak call volume periods efficiently, managing 50+ calls per day while maintaining service quality benchmarks.
- Suggested process improvements that were implemented by management, contributing to faster ticket triage and better resource allocation.

➤ HOBBIES

- Listening to music
- Browsing Internet in Free Times
- Travelling & Exploring New Places

➤ PERSONAL PROFILE

- Date of Birth :22/06/2002
- Languages : Telugu, English
- Nationality : India

➤ DECLARATION

I, Saranya hereby declare that the information mentioned above is correct up to my knowledge and bear the responsibility for the correctness of the mentioned particulars.

Saranya Thota