

PRAVEEN HEGDE

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Summary

Hardworking employee with customer service, multitasking, and time management abilities. Devoted to giving every customer a positive and memorable experience.

Skills

- Software troubleshooting
- Network configuration
- Web development
- Remote Support

Application support

- Technical Troubleshooting
- Customer Service
- Incident Management
- Service desk support
- Analytical Thinking
- Problem-solving abilities
- Technical documents comprehension

Education and Training

1. Jain University | Bangalore

Master of Computer Applications in Cybersecurity

2. JSS SMI Ug And Pg Studies Dharwad | Karnataka

Bachelor of Science in Computer Science

06/2022

Languages

English: B2 (Upper Intermediate)

Hindi: C1 (Advanced)

Kannada: A1 (Beginner)

Experience

Capgemini technology services | Bangalore, India

Software Associate

11/2022 - Current

- As a part of the technical support team, I was responsible for handling chats, calls, and tickets and resolving users' technical issues remotely.
- Gained hands-on experience on ServiceNow tool, MS Office applications, Active Directory, Azure, endpoint portal, etc.
- Worked on tickets and handled 10+ tickets a day.
- Worked in rotational shifts and on weekends to meet the business needs.
- Handled chats, calls, and emails, including high-priority tickets during off-business hours.