

Samal A

Assistant System Engineer

Self-starter with 1.4 years' experience as Desktop Engineer. Having good engineering analysis skills and hands-on in troubleshooting desktop level issues

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📍 Bangalore, India

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PROFESSIONAL EXPERIENCE

Assistant System Engineer Tata Consultancy Services

08/2021 - Present

Bangalore, India

Achievements/Tasks

- Gained knowledge on ServiceNow and Workspace ONE tools
- Major role is to fix high priority / Key Partner's issues at the earliest
- Playing an important role to automate few common issues which are noticed
- Hands-on experience in Desktop and Software troubleshooting
- Created knowledge articles and Documents, when common/recurring issues were noticed on client's laptops. This helped others within the team and other teams in fixing the issues

EDUCATION

Computer Science and Engineering Akshaya College of Engineering & Technology

07/2017 - 08/2021

Coimbatore, TN, India

HSC

I.K.K.G.H.S.S Pandakkal

03/2015 - 03/2017

Mahe, PY, IN

SKILLS

VMware Workspace One Troubleshooting

Basic Knowledge on VMware Workspace One UEM

Troubleshooting and Error Analysis of GlobalProtect VPN

Application Failures Troubleshooting and Configuration Support

Service Now

Splunk Analytics Tool

Application Testing

Windows Migration Support

PROJECTS

Workspace ONE Hyper Care Support UK-IT

- Played an important role in Workspace ONE migration, problem analysis and incidents support
- Whenever new trends / issues noticed, use to highlight Global teams / VMware vendor and use to drive the issue up to end
- On a regular basis, use to track incidents and Workspace ONE migration status to share statistics with manager and stakeholders

Desktop Operations Support UK-IT

- We used ServiceNow tool to check incidents and to monitor them
- We supported installation issues of applications which are installed via AppStore
- Gained knowledge in analyzing logs, registries and event viewer logs to understand the root cause of an issue, which helped in resolving the issues via remote sessions. Have also been a top resolver in the team
- We deployed applications to endpoints via WS1 UEM based on the request

LANGUAGES

English

Full Professional Proficiency

Hindi

Professional Working Proficiency

Tamil

Professional Working Proficiency

Malayalam

Full Professional Proficiency