



SARAN S

Insightful MCA student with 1.5 years experience as
Senior Technical Support Engineer at Tata
Consultancy Services

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Objective:

To be a successful professional in a progressive organization, where my technical and coordination skills can be effectively utilized to improve operation and contribute to the organization's growth.

Professional Experience

August 2021 - January 2023

Senior Technical Support Engineer Tata Consultancy Services

1.5 years experience as Senior Technical Support Engineer at Tata Consultancy Services. Projects worked in Tata Consultancy Services:

Project 1: Nokia Wi-Fi Support

Domain: Telecom- Networking

Period: September 2021- December 2021

Role: Support Executive CBO Technical Support

Professional Experience:

- Wireless Network
- Apply Design Thinking, Lean and Agile methodologies in all the stages of development Design, build and deploy Strong knowledge in the following areas: installation & configuration of Modem, Router, Switch, Bridge, Repeater & Hub, LAN, WAN, IPv4, IPv6, DNS, DHCP Firewall, WLAN, VPN.
- Internet of Things (IOT)
- Log and Resolve issues electronically (email, web-based portal, ticketing tool) or via phone for all in scope applications / activities which are raised by or on behalf of the user.
- Provide initial assessment of categorization and prioritization for reported Incidents, Events and Service Requests and provides initial support, targeting a higher level of first level resolution.
- Maintains ownership of issues, ensuring status update and resolution according to SLAS Troubleshoot technical and functional issues which are repetitive in nature and can be resolved through SOPs.
- Serve as liaison between users and level 2/level 3 teams to resolve issues.
- Technically responsible for execution of Services as per OLA I Knowledge Management activities including maintenance, publication, quality assurance and usage of KEDB articles in association with L2.

Project 2: Cigna Health Care

Domain: IT- Insurance

Period: January 2022- January 2023

Role: Technical Support Engineer.

- Troubleshooting technical issues: Support engineers are responsible for identifying and resolving technical issues related to products or services. They should be able to understand complex technical problems and offer solutions to customers.
- Providing technical support: Support engineers provide technical assistance to customers through different channels, such as phone, email, chat, or remote desktop access. They should be able to communicate effectively and professionally with customers.
- Documenting technical issues: Support engineers should document technical issues and resolutions accurately in a ticketing system or other relevant tools. This documentation can be used for future reference or to identify

recurring issues.

- Testing products and services: Support engineers should test products and services to ensure that they meet the requirements and specifications. They should also identify potential issues and provide feedback to the development team.
- Updating knowledge base: Support engineers should update the knowledge base with the latest information on products and services. They should ensure that the knowledge base is accurate, up-to-date, and easily accessible to customers.

Education

October 2022 - Present	Master of Computer Applications - MCA in Computer Programming, SpecificApplications Gurunanak college
June 2018 - April 2021	Bachelor of computer applications -BCA in Computer Science Alpha arts and science college Completed BCA with 72 Percentage

Key Skills

- Networking
- IBM Mainframe
- C++,
- Python
- HTML5
- CSS
- MySQL
- Microsoft Excel
- Microsoft Word
- Image Editing
- Adobe Lightroom
- Adobe Photoshop
- Interpersonal communication
- Conflict resolution
- Team player

Certifications

November 2022	NASSCOM
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Hobbies

Photography, Photo editing, Video editing, Chess, playing cricket and puzzle solving, Reading books.

Declaration

I hereby solemnly declare that the information furnished above is true to the best of my knowledge and belief.