Arun Soorya K

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SUMMARY

Results-oriented and knowledgeable Technical Support Engineer with a proven track record of employer and client satisfaction in providing technical support and customer service to clients. Great team player with excellent communication skills and well-developed technological expertise.

WORK EXPERIENCE

01/2021 - 06/2021

Technical Support Engineer, Zoho Corporation, Chennai

Responsibilities:
- Providing technical support to customers for ITSM tools like ServiceDesk Plus and AssetExplorer.
- Implementing the product at customer's organization and troubleshooting the issues.
- Training the users about the product and its features.

EDUCATION

2016 - 2020

Bachelor of Engineering - Computer Science, Dr. Mahalingam College of Engineering and Technology.

83.8%

TECHNICAL SKILLS

- Detailed knowledge ITIL practices and it's implementation in the product.
- - Knowledge on Windows and Linux operating systems.

  - Knowledge on protocols like POPS, IMAPS, SMTP, SNMP.

  - Knowledge on Python, Deluge scripting languages.
- Experienced working with PostgreSQL and MSSQL databases.
- Good understanding of ADFS and LDAP mechanisms along with SAML and OAuth authentications.

ADDITIONAL SKILLS

- Good communication skills with ability to use it effectively and persuasively, and be able to respond professionally to customers queries.

- Highly analytical with extreme attention to details and the ability to derive facts quickly, methodically, and accurately.

- Excellent written and verbal communication skills, with an ability to empathize with customers with varying levels of technical ability.

- Ability to troubleshoot the issues by analyzing the logs.

CERTIFICATIONS

- Completed Online Course GOOGLE CLOUD PLATFORM FUNDAMENTALS: CORE INFRASTRUCTURE through Coursera.

- Online course on ADVANCED INTERNET OF THINGS through NPTEL

- Online course on SINGLE PAGE WEB APPLICATIONS WITH ANGULARJS through Coursera.

ACHIEVEMENTS

- Won BEST PAPER AWARD for Presenting Paper on "E-Ball Technology" at Coimbatore Institute of Technology.

- Won First Place in Web Development Contest conducted at Kongu Engineering College.

- Online course on SINGLE PAGE WEB APPLICATIONS WITH ANGULARJS through Coursera.