

Tejaswini Hemant Gedam



Service Desk Executive L1



7 Years 7 Months



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Profile Summary

Served as the first point of contact (SPOC) for internal company customers seeking assistance and support with the company's intranet, desktop devices, and other business applications that are maintained by the support team.



Education

B.Tech/B.E., 2013

M.P.C.E. Bhandara, R.T.M Nagpur University

12th, 2009

Maharashtra, English

10th, 2007

Maharashtra, English



Work Experience

Jan 2022 - Oct 2023

Service Desk Executive L1

Future Focus Infotech Pvt Ltd

Utilized Ticketing tool to track problems or requests and solutions. Requesting feedback from team members and or monitoring calls. Ensuring timely resolution or escalation. Closing out an average of 30-60 issues per day. Making daily, weekly and monthly call/ ticket reports.

May 2021 - Jan 2022

Senior Floor Staff

TVS Supply Chain Solutions (TVS SCS)

Working on Systems, Applications and Products in Data Processing (SAP-MM-WM-WMS Module) of Supply Chain Management and Microsoft Excel (V-Lookup, Pivot table, Update and Maintain records, all excel activities).

Nov 2020 - May 2021

Trainee

Haier Appliances

Assisting in the production process and learning various tasks. Collaborating



Key skills

- Written Communication
- Leadership Skills
- Service Desk
- Interpersonal Communication
- Communication Skills
- Troubleshooting
- Problem Solving
- Detail-Oriented
- Ticketing Tools
- Time Management



Personal Information

City

Pune

Country

INDIA



Languages

- English
- Hindi
- Marathi

with team members for efficient workflow as well.

Aug 2019 - Mar 2020

Assistant Teacher cum Computer Operator

Shree Samarth Public (CBSE) School

Teach to students with smart class, taking practical, data entry, working on Microsoft —Word, Excel, Power point.

Jun 2018 - Apr 2019

Assistant Teacher

Sahakar Vidya Mandir (Residential CBSE School)

Educate children, under a prescribed curriculum to develop students' literacy and numeracy skills and foster social, physical and emotional growth, according to age, ability and aptitude.

Mar 2015 - Apr 2016

Quality Control Analyst

Dhandhania Infotech Pvt Ltd

Inspection of properties which lends for mortgage loan under government in USA. It is intended for use when preserving vacant properties for mortgage loans that are in default via a unique web based program.

Aug 2014 - Mar 2015

Computer Instructor

Government Industrial Training Institute

Teach to students, taking practical, other computer related activity.

Mar 2025 - Present

Document operator

Ford Management Services private limited

This role focuses on maintaining accurate records of production data, reports, and other relevant documents.



Projects

90 Days

Signature free Attack Model

Sigfree, an online signature -free out-of-the-box application layer method for blocking code-injection buffer overflow attack messages targeting at various Internet services such as Web Service.

31 Days

Online- Hotel Management System

This project provides managing the particular hotel online. It is a beneficial project for users and hotel owners.