VENKATESH MIRIYALA
Miriyala@pdx.edu || +1 9713791848

Professional Summary

Experience Help Desk Assistant with an abundance of patience. Adept at quickly solving critical customer issues, walking customers through complicated processes, and logging all calls in the company computer system. Specializes in software support and troubleshooting operating system issues.

Core Qualifications -

- Technical expert for several operating systems.
- Able to handle a high volume of calls & emails on a regular basis.
- Proficient in logging calls and utilizing a company network.
- Passionate about exploring troubleshooting issues and solving problems.
- Able to handle a wide range of support issues and provide general information assistance.
- Excellent eye for detail while assisting the upper management team.
- Managing inventory & types of equipment.
- Following and maintaining standard operating procedures.

Work Experience -

Associate Software Professional || DXc || India   **22/6/2022 – 17/1/2023**

- Responsible for learning each new customer profile and being able to tailor support to the specific needs of each client.
- Responsible for creating a support ticket and then making sure to close that ticket out when the issue was resolved.
- Often called on to help handle difficult customers or customers that were having a difficult time following a technician's instructions.
- Assisted in developing a more efficient way to track user calls and extract useful information from them.
- Responsible for tracking my calls through a log system and then submitting a daily log to management.
- Often worked with customer service representatives on more complex or volatile customer issues.

Education Qualifications -

- **Masters || Portland State University '23 || Computer Science**
- **Undergraduate|| Jawaharlal Nehru Technological University (India) || Electronics and communication engineering || 2018-2022**

Skills - Attention to detail || Customer Serive || Event Organizer || Team Management