Resume

Lokesh.V

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CAREER SUMMARY:

* A confident and reliable Technical Support Engineer with 2 years and 8 months of experience in working with computers and resolving any support issues.
* Proven ability to administrate and control the operation.
* Ability to multi-task under pressure.
* Excellent communicator and ability to relate well with people at all levels.
* Flexibility of working well as part of a team and independently.

SYNOPSIS

* An erudite professional with zeal to make a winning career in Technical support.
* Completed B.E. (Information Science) from J.N.T.U university.
* Proficiency at grasping new technical concepts quickly & utilizing it in a productive manner.
* Believes in continuous learning and possesses an innovative approach.
* Possess analytical thinking and innovation & problem solving ability.
* A quick learner with the ability to work under pressure and meet deadlines.

PRFESSIONAL EXPERIENCE:

* Company Name BETSOL SOFTWARE INDIA PVT LTD

Technical Support Engineer.

April 2016 – February 2017

* Resolving issues over phone, chat and trough remote for global customers.
* Providing support for Client applications in both windows and MAC computers.
* Providing Boot assistance for USB bootable devices.
* Isolating the issues and escalating them to concerned team basing on the category and priority.
* Company Name – INFINITE COMPUTER SOLUTIONS  
  Technical Support Engineer – L2  
  May 2014 - May 2015.
* Resolving the issues over the telephone and by remote for global customers.
* Providing support for Windows issues.
* Configuring email clients.
* Providing support for printers in configuring them over networks.
* Installing software and operating systems.

SOFTWARE PROFICIENCY:

* Operating Systems : Windows XP, Vista, Windows7, Windows 8 and windows 10
* Software packages : Microsoft office.

ACCOMPLISHMENTS

* Excellent communication skills & Good Administration skills
* Enthusiastic Person
* Quick learner
* Good understanding Capacity

PERSONAL SKILLS:

* Determined and relentless in pursuit of my objectives
* Excellent communication, interpersonal skills. I opt for having very best among best.
* Extremely hardworking and consistent performer even under strenuous conditions.
* Technically good, result-oriented with an in depth passion for comprehensive strategic planning and implementation skills.
* Easily adoptable for any kind of work environment and mingle up with the persons having different mindsets.
* Self motivated and dedicated.

EDUCATIONAL QUALIFICATIONS:

* BTECH in Information Technology form Jawaharlal Nehru Technological University – 2013.
* Intermediate from Board of Intermediate Education Andhra Pradesh – 2007.
* SSC from Board of Secondary School Certification Andhra Pradesh – 2005.

HOBBIES:

* Watching cricket.
* Listening to music.

PERSONAL PROFILE:

Name : V. Lokesh

Father’s Name : V.Shanmuga Varma

Mother’s Name : K. Uma Devi

Date of Birth : 29-07-1990

Marital status : single

Nationality : Indian

Present Address : Door no: #1240

7th cross, 15th Main

BTM 2nd Stage,

Bangalore.

I here by solemnly affirm that the above-mentioned information is true to the best of my knowledge and belief.

Place: Bangalore. (LOKESH.V)