



AKSHAYA P

Technical Support Engineer

Technical support Engineer with 1.5 year of experience in voice/email support with Excellent written and verbal communication skills, with an ability to empathize with customers with varying levels of technical ability.



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SKILLS AND ABILITIES

Windows (XP, 7, 8,10)

SQL Server

C,

LINUX(Fedora)

JAVA (CORE, ADVANCE)

MS OFFICE,

HTML

UNIX

- 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
- Working knowledge of CRM s (customer relationship management) and Knowledge systems -any major CRM or Knowledge system
- Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length.
- 1+ years Voice /Email Support experience.

WORK EXPERIENCE

Technical Support Engineer

Sutherland Global Services. Kochi-Kerala

17/04/2018-Present



SPONSIBILITIES

- Worked in 24 x 7 support environment
- Worked on ticketing tool like Service Now ,Experince on Incident Change and Probloem Management
- Technical experience in Java Linux or Windows server Professional on working knowledge on RDBMS like SQL server DB
- Responsible for handling users mails and calls.
- Workaround management - Create and manage workarounds, removing once the permanent fix has been initiated
- Escalation Point for any non-adherences or ticket quality management for the contract. Work on driving improvement actions with Duty managers/ Team managers
- Manage the contract and queue with all tickets end to end working closely with shift leads and Duty managers/ Team Managers
- Coordinated with Level 1 technical support specialists to take over calls outside their level of support.
- Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length.

KEY ACHIEVEMENTS

- Solved 99.2% of Level 1 tech support tickets without needing to escalate to Level 2 tech support engineers.

EDUCATION

Intenship in Java Technology

Spinnox Innovation, [2017]

Software training institute

Kannur,Kerala, India

B.E (Computer science) 63.57%

[Visvesvaraya Technological University] [2013-2017]

Shree Devi Institute of Technology

Kenjar, Mangaluru, Karnataka, India

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

AKSHAYA.P