Sudha Athipatala

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Professional Summary:

Over all 3+ years of experience as an Analytical Technical Support Engineer adept at resolving complex network issues. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards. Poised and calm in stressful situation with well-developed people skills.

* + Provide thorough support and problem resolution for customers.
  + Assist management with scheduling, service protocol improvements, and quality assurance.
  + Informed customers about issue resolution progress.
  + Referred difficult issues to upper management while maintaining positive rapport with customer.
  + Demonstrate complex troubleshooting methods and ability to provide advanced level technical support resolving internal issues.
  + Maintained up-to-date records at all times, ran reports and supplied data to fulfill customer report requirements.
  + Well versed in Defect Tracking and RCA (Root Cause Analysis).
  + Stayed current on industry standard and the latest technological advances.
  + Resolved customer complaints and concerns with strong verbal and negotiation skills.
  + Maintained composure and patience in face of difficult customer situations.
  + Self-motivated Team player with excellent interpersonal and communicational skills, Capable of performing in a fast paced, result driven atmosphere.
  + Ability to handle multiple tasks and to work independently as well as in a team, experienced in interacting with Business/Technology groups.

**Education:**

**Bachelor of Engineering in Computer Science Engineering,**

Bapatla Engineering College (2008), India

**Aggregate : 83%**

**Experience:**

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| CMC Limited (INDIA) | From 2ndJuly’08 to Oct’11 as Technical Support Engineer |

**CMC Limited**, Hyderabad, India

Technical Support Engineer July’08 – Oct’11

* + Research client's issues in a timely manner and follow up with the customer with recommendations and action plans.
  + Participated in team meetings weekly, ask questions and provide input on case backlog, technical process, and new processes within the department.
  + Mentored new engineers by answering technical questions, escalating cases, and teaching detailed process development.
  + Provide root cause analysis for customer's storage appliance failure.
  + Trained with senior system engineers to enhance my personal technical skills as a Technical Support Engineer and learned internal process for escalating cases and approving or denying handovers to specific verticals.
  + Utilize previously acquired technical experience to become actively involved in day-to-day technology team to meet schedules and resolve problems.