###### **CAREER SUMMARY**:

###### A highly resourceful, flexible, innovative, and enthusiastic individual who possesses a considerable amount of knowledge regarding as an IT Technical Support Analyst. Well organized and an excellent team player with a proven ability to work proactively in a complex and busy office environment.

###### Saranya is now looking for a career advancement opportunity in Information Technology that will allow her to develop her skills & potential.

###### **PROFILE:**

* Around **5+ years** of work experience (with career break to raise family) with **2.5+** years of experience in UK as IT Operations Analyst and IT Service/Application support analyst (Level 2)
* Currently working with **ECOLAB in UK** as an **IT Technical Support Analyst** have exposure in Customer Interfacing and handling incident, problem and change management based on ITIL
* A quick learner who can absorb new ideas and is experienced in coordinating, planning and organizing a wide range of administrative activities
* Articulate communicator able to effectively interact with diverse population at a variety of levels
* Self-motivating with strong organizational and leadership qualities.
* Experience of handling project works and demonstration skills.
* Coordinate the conducting, moderating and marking of required assessments, tests, examinations and supplementary exams.
* An effective communicator and ability to relate to business, management and technical teams.
* Demonstrated excellence in successfully completing various projects.
* An effective communicator with excellent analytical skills and ability to relate to people at any level of business and management.
* Flexibility to transition between roles depending on project need.

###### **EDUCATIONAL QUALIFICATION:**

* **Bachelor of Engineering** in Electronics and communications (2004 – 2008) with first class in Adhiparasakthi Engineering College, Anna University, India.
* Completed diploma in computers (2013) from Computer software college (CSC), Chennai, India.

###### **VISA DETAILS:**

Holding UK Work Permit – ICT Long-term dependant Visa till June 2021 – Eligible for ILR (Infinite Leave to Remain) – Visa Sponsorship is not required – Eligible to work in UK.

###### **SKILL SETS:**

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| **Databases & Tools** | MS SQL Server 2008, MS Access, HP Quality control tool, Service now, Active Directory, BMC remedy Service management tool, MATLAB |
| **Other Utilities** | MS Office 2010, Office 365, windows 7 & 10, Microprocessor kit 85,86 & microcontroller 8051 |

###### **CAREER HISTORY**:

**PROFILE #1:**

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| --- | --- |
| **Organization** | **ECOLAB, Northwich, UK** |
| **Department** | **IT** |
| **Duration** | Feb 2019 – Till Date |
| **Technology / Tools Used** | SCCM, Office 365, Active Directory |
| **Job Type** | Full time |
| **Role** | **IT Technical Support Analyst** |

**ROLES & RESPONSIBILITIES:**

* Responsible for Imaging, deployment, Configuring and troubleshooting Operating system Windows 7,10 and IOS devices.
* Accountable to troubleshoot outlook related issues and have some knowledge on Exchange environment
* Working on Windows Encryption (bit locker) or other 3rd party tool, specially providing the bit locker codes to user and troubleshooting such issues
* Working on installation and troubleshooting software’s like Office 2010, O365, Skype for Business, Symantec and etc.
* Basic MAC support knowledge/experience, VMware/Hyper-V basic knowledge
* Working knowledge on Active Directory Domain environment.
* Knowledge on Mobile Device management and support
* Diagnose and troubleshoot technical issues
* Mobile device support (iPhone and iPad device set up)
* Prioritize and manage several open issues at one time
* Refer to internal database or external resources to provide accurate tech solutions Track computer system issues through to resolution, within agreed time limits
* Properly escalate unresolved issues to appropriate internal teams

**PROFILE #2:**

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| **Organization** | **ECOLAB, Northwich, UK** |
| **Department** | **IT** |
| **Duration** | Feb 2018 – Jan 2019 |
| **Technology / Tools Used** | Service Now, Service Management Tools (in House), MS Excel, MS word |
| **Job Type** | Full time |
| **Role** | **IT Operations Analyst/ IT Depot Admin** |

**ROLES & RESPONSIBILITIES:**

* Maintain asset data for 10,000+ EU assets moving through the depot for break fix, refresh processes and raising incident in service now.
* Maintain complicated physical inventory involving two legacy companies, 15+ department/divisions and all EU countries.
* Pull reporting/combine reporting from multiple asset data reports and financial tracking documents including Service Now.
* Maintain accurate inventory and reporting for disposed assets.
* Administer asset recovery process for three legacy companies (this includes database updates, communication with global managers and coordinating with other global PC Lifecycle team members)
* Process hardware courier deliveries, outbound UPS deliveries and resolve UPS invoice escalations.
* Order IT hardware through Zones and Ariba
* Generate and reset password using active directory tool.
* Provide back up support for software ordering and distribution process.

**PROFILE #3:**

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| **Organization** | **The HUT Group (THG), Northwich, UK** |
| **Department** | **Online Retailer** |
| **Duration** | Nov 2017 – Jan 2018 |
| **Technology / Tools Used** | Service Management Tools (in House): ISM, Miami etc. MS Excel, MS word |
| **Job Type** | Full time |
| **Role** | **IT Support Analyst/ Customer Service Advisor** |

**ROLES & RESPONSIBILITIES:**

* The HUT Group is a worldwide retailer of beauty and health products and responsible to pro-actively review systems to fix incidents before they become service affecting or to improve productivity/performance.
* Dealing with customer queries over email and logging incident status on in-house ISM tool.
* Working to department targets
* Striving for first time resolution
* Escalating an incident to second line support for technical support
* Respond to routine customer enquiries via e-mail.
* Identify non-routine customer enquiries and escalate as appropriate.
* Good understanding of the cost of the e2e service provision, and delivery of associated savings.
* Responsible for providing clear guidance and direction to a central Incident Management team.

**PROFILE #4:**

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| **Organization** | **TP European Solutions, Northwich, UK** |
| **Department** | **Retail Administration / Warehouse** |
| **Duration** | Sep 2016 – Feb 2017 |
| **Technology / Tools Used** | MS Word, MS-Access, MS Excel VBA. |
| **Job Type** | Full time |
| **Role** | **IT Support Analyst/ Administrator** |

**ROLES & RESPONSIBILITIES:**

* Responsible to pro-actively review systems to fix incidents before they become service affecting or to improve productivity/performance
* Organize and dispatch daily customer orders received via Ebuy online website, Amazon and other marketplaces.
* Liaise with Royal Mail / couriers to book in and prepare items for collection.
* Respond to routine customer enquiries via e-mail.
* Identify non-routine customer enquiries and escalate as appropriate.
* Handle all returns, organizing replacements or refunds as necessary, and keep accurate records of items returned or lost in transit.
* Order stock from suppliers.
* Create purchase orders in line with company and finance requirements and ensure all invoices and delivery notes are processed for month end reporting.
* Prepare quotation and email to the vendors for trading.
* Liaise with suppliers regarding missing/damaged items or returns;
* Organize and dispatch most popular items to FBA (fulfillment by Amazon) through courier.
* Working as a part of retail team.
* Packing, sorting and labeling on busier days in warehouse.
* Preparing Shipping Materials (i.e. take print out of parcel force labels and customs declaration.

**PROFILE #5:**

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| **Organization** | **John Bosco Pvt Limited, India** |
| **Department** | **IT Administration** |
| **Duration** | Jan 2011 – June 2012 |
| **Technology / Tools Used** | MS Word, MS-Access, MS Excel VBA. |
| **Role** | **IT Administrative Assistant** |
| **Job Type** | Full time |

**ROLES & RESPONSIBILITIES:**

* Meeting and greeting clients and visitors to the office.
* Handling incoming / outgoing calls, correspondence and filing.
* Supervising the work of office juniors and assigning work for them.
* Typing documents, Faxing, printing, photocopying, filing and scanning.
* Monitoring inventory, office stock and ordering supplies as necessary.
* Updating & maintain the holiday, absence and training records of staff.
* Creating and modifying documents using Microsoft Office.
* Setting up and coordinating meetings and conferences.
* Updating, processing and filing of all documents.
* Coordinating and arranging repairs to office equipment
* Ensuring office procedures and systems operate efficiently
* Handling requests for information and data
* Setting up e-mail groups for committees
* Circulating documents via post and email
* Comprehensive knowledge of Microsoft Word, Outlook, Excel and Access

**PROFILE #6:**

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| **Organization** | **Reliance Communication Pvt Limited, India** |
| **Duration** | Oct 2008 – Dec 2009 |
| **Role** | **Technical Engineer** |
| **Technology / Tools Used** | Reliance In house tool, MS office. |
| **Job Type** | Full time |

**ROLES & RESPONSIBILITIES:**

* Coordinate with the team lead in developing engineering designs.
* Implement best practices in developing technical solutions.
* Conduct trend and risk analysis in the system.
* Report the status to Management
* Effectively manage, mitigate and escalate risks to the project
* Also involved in Quality related activities and metric collection for this project and ensured the quality assurance.