# SIMRAN DHALL

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## SERVICE DESK TEAM LEADER AND TECH SUPPORT SPECIALIST

## WORK EXPERIENCE

**Tech and Service Desk Team Lead │ Orient Technologies**          June, 2022 – January, 2023

- Effectively managing, developing, and training the service desk team and ensuring that all processes used by the service desk are thoroughly documented, consistently audited, and regularly improved.
- Conducting and sharing results from service and operation performance reviews. – **Symphony Summit, Microsoft Excel, Audit Reports, Client meetings DPC, Team productivity, CSAT and DSAT Analysis, KB Analysis, Managing escalations and SLA agreements.**

**Senior Executive │ Concentrix India**          February, 2021 – May, 2022

- Diagnose and troubleshoot software and hardware problems and help customers install applications and programs and refer to internal database or external resources to provide accurate tech solutions.
- Answers customer/account requests or inquiries concerning services, products, billing, equipment, claims, and report problem areas – **Level 2 Remote Support, CSAT and DSAT Analysis, Service Now, Assets management, Resolution of foreign clients CSI (Computer System Issues).**

**Senior Project Engineer │ WIPRO India**          February, 2016 – January, 2021

- Supported IT Projects with end-to-end system solutions and developed creative solutions & workarounds for complex IT issues to minimize client downtime.
- Managed any critical issues and service requests when identified by the monitoring team – **Level 1 & 2 Remote Support, LAN & WAN configuration, PAN INDIA Tech solutions, E-Ticketing, Service Now, BMC Tool, Outlook, Excel, Symantec Enterprise vault email archival solution, Assets Management, HP Third party software**

## KEY PROJECTS

- **Senior Executive, Airtel │ WIPRO India**          6 Months
  Asset Management, Database management, Service Now, Resolution of PAN India SDI, Ticket Alignment.

- **Project Engineer, D.I.A.L │ WIPRO India**          16 Months
  BMC Tool, Level 1 & 2 remote Support, Setup and troubleshooting, Technical and Help-desk support.

- **Project Engineer, DNP FIS │ WIPRO India**          12 Months
  ERP Tool, Level 1 Desktop and Help-desk support, Budget system management.

- **Project Executive, HUAWEI │ WIPRO India**          7 Months
  Microsoft Outlook, Excel Reports, Team Management, ITSM ticketing tool.

- **Project Engineer, YES Bank │ WIPRO India**          15 Months
  Vendor Management, Remote calling PAN India, Technical support.

## EDUCATION

- **B.C.A │ M.D University, Rohtak (2009–2012)**     • **M.C.A │ M.D University, Rohtak (2012–2015)**

## PROFESSIONAL & TECHNICAL SKILLS

- **MSRA Tool, E-Support, BMC, E-Helpline Ticketing, Service Now, L1, L2 & L3 Support, Vendor Handling, Remote Support, LAN, WAN.**
- **Excellent verbal and written communication skills.**
- **Experience of managing and collaborating a team to achieve a goal.**
- **Demonstrable ability to think around issues and look at the wider picture in order to provide solutions through a variety of problem-solving techniques.**