Deepti Balasaheb Maluskar
Technical Specialist
Infosys BPM.Pvt LTD
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Career Objective

- To work in an organisation, where I can launch my career in the right direction with challenges and great opportunities and to impart my skills, ideas, knowledge and hard work for growth of the company as well as to get recognition from the company.

- To work with the experienced people, where my full potential will be explored and where I will get ample scope for development.

Current Job Profile –

Working with "Infosys BPM" as **L2 Technical Support Specialist** since 24th **September 2022 - Present**.

Client– Intel (US Based)

Roles and Responsibilities:

1. Install and configure computer systems and applications within the company
2. Respond to customer inquiries and assist in troubleshooting and resolving challenges
3. Handling high priorities issues On Call and resolving them.
4. Resolve the technical errors, provide update patches to the clients, install and update Business Applications.
5. Maintain a working log detailed all required system updates, as well as the date of completion
6. Resolved issues related to Microsoft Tools such as Teams, Outlook etc
7. Running VAC(Virtual Assistance Centre) for Teams, Outlook, Browser cache cookies clear.
8. Took Dart Logs, Sara Logs, Teams Logs. Outlook Logs to escalate to further level. Also worked as L1.5 to analyse the issue and escalate to Dedicated Team.
9. Guided user to install any Intel related applications through Company Portal.
10. Consults with users to determine appropriate hardware and software needs and assists in placing orders from https://ITDM.intel.com

11. For unsupported Applications issues routed ticket to related application team such as Manufacturing, Supplier etc

12. Issues Resolved for Docking station connection issues as well and how to order it from intel site

13. Attend in-person meetings with clients to analyse, troubleshoot and diagnose hardware problems

14. Resolve issue within TAT and Maintain SLA

15. Raise severity according to impact of issue

16. Create everyday Dump in Excel sheet & share it to further team

17. Taking the remote access of users through Quick assist for troubleshooting as per the ticket.

18. Completed 80% more tickets than the average tech.

19. Participate in 24x7 support as complete night shift for Pune Location with other team members.

20. Handling escalated issue and providing the root cause.

21. Raising a ticket on a SNOW tool and troubleshoot the issue of the user.

22. Setting up the VPN client issues and adding VPN certificates and other certificates.

23. Running AnyConnect Health Check tool for VPN Issues

24. Installing and uninstalling the applications.

25. Checking and troubleshooting the issue, Add/Remove proxy to access and remove access for specific applications.

26. Checking the status and informing users about their domain id , VPN id on Active Directory

27. Disk Partition/PST Creation, Ghost Image, Pros and Cons of using image, Gateway Pertaining

28. Setting Up Azure MFA Authentication as per user requirement

29. Having around **3.6 (Including Infosys, IBM, Kyndryl)** of total work experience i.e. 3.6 years of experience in Technical Service Desk Operations & in the Remote Support.

30. Multiple applications used for multiple issues such as ADADMIN tool for Active Directory, Azure MFA : Intel Azure portal, It support tool for Intel employees etc

31. Excellent communication and interpersonal skills and problem-solving abilities.

32. A quick learner with the ability to grasp things quickly.

33. An enthusiastic and out-going individual, with good ability to interact.

34. Sound Knowledge of Incident Management, Change Management, Problem Management and Service Operations.

35. Flexible, Adaptable, Resourceful.

36. Determination and loyalty towards commitments.

37. Eager to face challenges and never misses opportunities to learn.

38. Eager in Team Leadership

Kyndryl Pvt.Ltd –

Working with "Kyndryl pvt.ltd" as **L1 Technical Specialist** since 1 **Sept 2021 – 21ˢᵗ September 2022**.

Client– Vodafone-Idea

Roles and Responsibilities:

1. Responsible for the effective implementation of the process "Service Desk and Incident Management" and carrying out the respective reporting procedure.

2. Represent the first stage of escalation for Incidents, should these not be resolvable within the agreed Service Levels.

3. Undertaking research for the root-causes of Incidents and thus ensuring the enduring elimination of interruptions.

4. If possible make temporary solutions (Workarounds) available to Incident Management. Developing final solutions for Known Errors.

5. Responsible to ensure Severity 1, 2, 3 & 4/ SR SLA's are met. Ensure proper management of Sev1 & Sev2 queries/ monitoring.

6. Follow up on any Delivery Team gaps on the Bridge, follow-up on escalations and issue tracking.

7. Send Alert notifications to the Site Support and the Monitoring teams about any major issues.

8. Handling high priorities issues On Call and resolving the tickets routed by SD agent.

9. Resolve the technical errors, provide update patches to the clients, install and update Business Applications.

10. Resolving the Audio,Video,Meetings and other laptop issues which as provided by VI.

11. Create Dump and escalate the issue according to the Team and issue.

12. Taking the remote access of user's Quick assist or Skype (Lync) for troubleshooting as per the ticket.

13. Reactivating the User's account as per the ticket raised by users for one year or for temporary reactivation.

14. Deleting and disabling the id's as per the user's requirement.

15. Learned new skills and applications as necessary.

16. Completed 80% more tickets than the average tech.

17. Participate in 24x7 support on a rotational basis with other team members.

18. Managing process and daily updates to the team as per availability by scheduling team meeting.

19. Raising a ticket on a remedy ticketing tool and troubleshoot the issue of the user.

20. Setting up RDP for user to know RCA of the issue and resolve the issue.

21. Setting up the Ip configuration and add certificates to access specific applications.

22. Installing and uninstalling the applications.

23. Checking and troubleshooting the issue, Add/Remove proxy to access and remove access for specific applications.

24. Checking the status and informing users about their domain id , VPN id on Active Directory

25. Disk Partition/PST Creation, Ghost Image, Pros and Cons of using image, Gateway Pertaining

26. Informing the user for raising request for firewall port opening.

27. Having around **3 years** of total work experience i.e. 3 years of experience in Technical Service Desk Operations & in the Remote Support.

28. Excellent communication and interpersonal skills and problem-solving abilities.

29. A quick learner with the ability to grasp things quickly.

IBM Pvt.Ltd –

Working with "IBM pvt.ltd" as **Technical Specialist** since 17 **May 2019 – 1st September 2021**.

Client– Vodafone-Idea

Roles and Responsibilities:

30. Maintain and monitor the computers and the networks.

31. Handling high priorities issues.

32. Raising the ticket within TAT and Maintain SLA

33. Raise severity according to impact of issue

34. Create everyday Dump in Excel sheet & share it to further team

35. Resolving the basic troubleshooting Microsoft outlook, Teams issues.

36. Routing the major tickets to L1 for troubleshooting and manage the SLA

37. Maintain the Daily Tracker count and create ticket as per call and emails.

38. Excellent communication and interpersonal skills and problem-solving abilities.

39. A quick learner with the ability to grasp things quickly.

Sankalp Designs   **Duration: 19 Dec 2017 – 26 Feb 19**

Roles and Responsibilities:

1. Supporting On call on weekends.
2. Working on graphic designs and website designs.
3. Working on Configurations of Data to websites
4. Designing official logos, professional brochures, pamphlets in adobe photoshop, CorelDraw and illustrator
5. Creating responsive multilingual static websites in Dreamweaver, notepad++
6. Web technologies used: HTML5, CSS3, JavaScript, jQuery, Bootstrap
7. **Web References:** https://www.behance.net/deeptimalu145c
8. **Project Links:**
9. Talen tax : http://talentax.in/
10. Dr Neelam Gorhe: https://www.sakindia.org/

    http://royaltouchsalon.in/

Mirai Heath   **Duration: Oct 2016 – April 2017**

Roles and Responsibilities:

1. Worked with various doctors such as Orthopaedic, Gynae, Neurologist for appointment.
2. Handling the team when the manager is not available.
3. Creating the appointments for patients and confirming the same.
4. Gather the information or any difficulty they are facing and forward it to the doctor for further consultation advice.

WNS Global Services   **Duration: 20 Nov 2014 – 10 Dec 2015**

Project Name: Thomas Cook

Roles and Responsibilities:

1. Worked on outlook and generated the bookings on.
2. Allocating the emails to respective employees of Thomas cook staff and updating the details in excel sheet.
3. Upload the information such as complaints, offers, and discounts provided by Thomas cook staff in symphony tool
4. Updating the details of the partner hotels from backend (Photos, Ratings and location) with valid discounts

Qualifications

Subject	College/School	University/Board	Year	Percentage
MSc	Arihant college of ASC	Pune	2012-2014	60
B.Sc	Modern College, Pune	Pune	2009-2012	58
12th	Gurunanak Junior College	Maharashtra board	2007-2009	64
10th	All Saints High School	Maharashtra board	2007	55.5

Personal Dossier:

Date of Birth   : 14th April, 1991   Father's Name   : Deepti Balasaheb Maluskar

Mothers' Name   : Sarita Balasaheb Maluskar Gender   : Female

Nationality   : Indian   Marital Status   : Single

Permanent Address: 515/4 Jaymala Nagar Lane no 2, Opposite to Ganesh temple old Sanghvi Pune 411027.

Place: Pune