



Trupti Hodage

IT SUPPORT ENGINEER

CONTACT

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SKILLS

- **Operating Systems :**
Windows XP, 7, 8.1, 10, Linux
- **Server Operating Systems :**
Windows Server 2008 and 2012
- **Tools & Utilities :**
Having knowledge of BMC Remedy tool and Sapphire ticketing tool
- **Troubleshooting :**
Hardware, Software, Networking, Printers problems
- **Soft Skills :**
Good Leadership skills, Problem Solving, Decision-Making Skills

CERTIFICATION

Master's Program - Data Scientist

Simplilearn Certified in collaboration with IBM – 2021

- Data Science with Python, R
- Advance Machine Learning
- Tableau 10
- Big Data Hadoop & Spark Developer
- Data Science Capstone

OBJECTIVE

To secure a challenging position in a growing organization where I can leverage my capabilities to the fullest extent and contribute value both to the organization and my personal career growth.

SUMMARY

- IT Support Engineer at Amazon on the payroll of Russell Tobin, with experience in incident, problem, change management, and asset management.
- Proficient in Windows operating systems and skilled in using BMC Remedy tool.
- Expertise in MS Outlook configuration, data file backup, restore, and troubleshooting.
- Strong problem-solving skills in diagnosing and resolving system hardware and software issues.

EDUCATION

- Bachelor of Engineering (B.E) in Electronics & Telecommunication from SKN Sinhgad College of Engineering, Pandharpur, with a graduation year of 2016 and a percentage score of 62.95%.
- Diploma in Electronics & Telecommunication from SVERI Pandharpur, with a completion year of 2013 and a percentage score of 69.03%.

PROFESSIONAL EXPERIENCE

IT SUPPORT ENGINEER

Amazon | Bengaluru, Karnataka | 06/2021 – 01/2022

- Managed and prioritized incoming calls and chats, ensuring secure interactions with each contact.
- Provided prompt and effective technical support to users, promptly resolving issues and meeting their requirements.
- Ensured swift issue resolution during calls, consistently obtaining user confirmation.
- Conducted thorough troubleshooting and efficiently handled device replacements, escalating tickets as necessary to the required teams.
- Proficiently managed SIM tickets, utilizing the SIM ticket tool for streamlined issue tracking.
- Demonstrated exceptional efficiency in closing tickets within the specified time frame, maintaining a high level of customer satisfaction and service quality.

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LANGUAGES

1. English (Read/Write/Speak)
2. Hindi (Read/Write/Speak)
3. Marathi (Read/Write/Speak)

PERSONAL DETAILS:

Address:

Juni Peth, Pandharpur,
Tal-Pandharpur,
Dist. Solapur.

Date of birth:

May 18, 1992

Marital status:

Married

Hobbies & Interest:

Cooking and Travelling

SYSTEM ENGINEER (L1)

Openview Technologies Pvt. Ltd | Pune, Maharashtra | 07/2019 - 11/2020

- Remotely installed and uninstalled software using SCCM or MSRA, ensuring seamless deployment and removal.
- Managed EEPD decryption and data recovery processes, safeguarding critical information.
- Provided technical support to company assets in accordance with client service level agreements, ensuring optimal system performance and user satisfaction.
- Resolved access issues, including creating and troubleshooting share drives, improving collaboration and data accessibility.
- Troubleshoot and resolved a wide range of desktop, laptop, and printer issues, restoring functionality and minimizing downtime.
- Addressed frequently occurring account lock issues, implementing measures to enhance security and user access.
- Handled the BMC Remedy tool, efficiently managing and generating reports on pending and SLA calls, ensuring effective ticket management.
- Installed and configured EEPD encryption software, synchronizing user IDs for streamlined security measures.
- Managed daily user incident reports, prioritizing and resolving issues within SLA timeframes, promoting efficient problem resolution.
- Installed and configured encryption tools like BitLocker and McAfee, reinforcing data security and privacy.
- Deployed new laptops/desktops and installed essential Windows patches, ensuring consistent and up-to-date computing environments.
- Performed basic networking tasks, including mapping drives, data sharing, printer sharing, and providing remote desktop and remote assistant support.
- Formatted and reinstalled operating systems on desktops/laptops, including necessary drivers and standard software, optimizing system performance.
- Managed and maintained calls, effectively tracking and documenting support activities, and generating daily reports using the BMC Remedy tool.
- Installed and configured MS Outlook versions 2007, 2010, 2013, and 2016, ensuring seamless email communication and productivity.

PROJECTS – DATA SCIENCE:

- **College Admission Project (R):** Handled missing values, normalized data, calculated model accuracy, and selected the most accurate model.
- **Customer Service Request (Python):** Imported data, determined data types, added columns, and provided insights through tables and graphs.
- **Mercedes-Benz Greener Manufacturing (Machine Learning):** Analyzed provided data for 0, null, and unique values, applied label encoding, predicted train_df and test_df, and determined the model's predictions.

Date:

Yours faithfully,

Place:

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