

Komal Bajpai

System Engineer/ Technical Support Analyst

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Profile

Highly skilled System Engineer/Technical Support Analyst with 7 years of comprehensive experience, specializing in delivering top-tier solutions to clients including industry leaders Cisco and Google. Proven expertise in designing, implementing, and maintaining complex IT systems and networks, coupled with a track record of providing exceptional technical support. Seeking a strategic role where I can leverage my in-depth knowledge, strong client engagement abilities, and proficiency in cutting-edge technologies to drive operational excellence and contribute to the success of a forward-thinking organization.

Professional Experience

Senior Support Engineer, Capgemini

11/2019 – present

- Leverage ticketing systems like ServiceNow and JIRA to log and track customer issues. These tools enable me to manage a queue of support tickets, prioritize them based on severity or SLAs, and ensure timely resolution while maintaining accurate documentation.
- Respond to customer inquiries and support requests via various channels, such as phone, email, or chat, ensuring prompt and accurate issue resolution.
- Diagnose and resolve complex technical issues related to Cisco products, analyzing log files, network configurations, and device behavior to identify root causes and provide effective solutions.
- Diagnostic tools, such as system monitoring utilities and network analyzers, help me diagnose and identify the root causes of technical issues.
- Version control systems like Git or SVN help me manage code repositories and track changes made to software or configuration files. I use these tools to access specific versions of code, review changes, and assist customers with version control-related queries.
- CRM systems like Salesforce or HubSpot provide a centralized platform to manage customer interactions, track customer history, and ensure a personalized support experience.

Technical Support Engineer, BirdEye Pvt Ltd.

04/2019 – 07/2019

- Troubleshooting and resolving customer issues related to the SAAS products, including software functionality, configuration, and integration.
- Providing clear and concise instructions to customers regarding issue resolution, workarounds, and product usage.
- Proactively identifying and documenting recurring customer issues to contribute to knowledge base articles and support documentation.
- Assisting with product onboarding and training for new customers, ensuring a smooth adoption and understanding of the SAAS product.
- Keeping up-to-date with product updates, new features, and industry trends to effectively address customer needs and provide appropriate recommendations.
- Providing feedback to the product team regarding customer pain points, feature requests, and opportunities for product improvement and listings.

Subject Matter Expert, Accenture

02/2017 – 03/2019

- Assist customers in troubleshooting software issues related to Android applications downloaded from the Google Play Store, including installation, compatibility, performance, and usability problems.
- Diagnose and resolve hardware-related problems on Android devices, including troubleshooting issues with the display, battery, connectivity, audio, and other hardware components.
- Assist customers with account-related issues, including Play Store purchases, subscriptions, and account security.

- Document and track customer interactions and technical issues using ticketing systems and customer relationship management (CRM) tools.
- Proactively contribute to knowledge base articles and support documentation to help customers find self-service solutions for common Android-related issues.
- Conduct training sessions and workshops to transfer knowledge and provide guidance on the subject matter to both technical and non-technical audiences.

Technical Support Associate, IN Technologies Pvt Ltd

10/2015 – 02/2017

- Assist customers in troubleshooting software issues related to Android applications downloaded from the Google Play Store, including installation, compatibility, performance, and usability problems.
- Diagnose and resolve hardware-related problems on Android devices, including troubleshooting issues with the display, battery, connectivity, audio, and other hardware components.
- Assist customers with account-related issues, including Play Store purchases, subscriptions, and account security.
- Document and track customer interactions and technical issues using ticketing systems and customer relationship management (CRM) tools.
- Conduct remote troubleshooting sessions with customers, guiding them through step-by-step solutions and providing clear instructions for issue resolution.

Technical Support Associate, Iyogi Technical Services

12/2014 – 08/2015

- Escalate complex or unresolved issues to higher-level technical support teams, ensuring proper documentation of the problem details and steps taken.
- Track and monitor support tickets or incidents using ticketing systems, updating ticket status and providing regular updates to customers on the progress of their requests.

Education

Inderprastha Engineering College (2009-13) Mechanical Engineering.

Skills

- Capable to resolve problems swiftly and independently.
- Time Management, strong team player as well as a good team lead.
- Network Monitoring Tools, Application Monitoring Tools. Configuring and Managing DHCP & DNS servers
- Setup of server backup and restore facility
- Disk Quota Management
- Configuring and managing Outlook Express & Eudora Mail (pop3 & SMTP) accounts for Various clients.
- Installation of Wireless Routers and access points.
- WIFI integration and troubleshooting.
- MS SQL Server 2008.
- Webex, Microsoft Teams, ServiceNow, JIRA, CRM, etc tool handling with multiple UI.

Awards

Virtual Trainer, Accenture/Google(Client)

2018

Employee of the Year 2021, Capgemini

Excellent Performer 2022 & 2023, Capgemini

Declaration

I hereby declare that all the information provided in this CV is true and accurate to the best of my knowledge. I authorize the company or its agents to verify the information provided, including educational and employment history. I consent to the collection, use, and storage of my personal data as outlined in the company's privacy policy.



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