

Usha Stalin



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About Me

Service Desk Engineer & User Access Management

Passionate in the belief that Service Desk Engineer is essential to the growth and success of any organization that wishes to scale and achieve higher levels of profitability. As a Service Desk representative I will act as the first point of contact for Managed Service customers to report their issues and faults relating to the service. The primary objective of my role is to provide first time resolution and to attain customer satisfaction.

And the secondary profile is involved with User Access Management. It is the process of granting authorized users the right to use a service, while preventing access to non-authorized users, which can also be referred to as rights management or identity management. Experience about to complete my 4th year.



Education

Bachelor of Engineering / Bachelor of Technology, Information Technology

Apollo Engineering College - Completed, November 2014

Anna university Chennai, Tamil Nadu



Work Experience

June 2014 - September 2015

Voice Associate

I.V. Technologies Chennai, Tamil Nadu

Started my carrier with Voice Associate in CRM (Customer Retention Department) while im doing my collage final semester project. Job role is receiving inbound calls from the U.S customers who report us issues like computer slow performance , hardware issues, computer crashed, Black screen etc. We have to Remote the users machine using Bombgar tool and to fix it. Otherwise if it has to be fixed by level 2 technician will create ticket using CRM ticketing tool and assign it to support team with the error screenshot.

- Should allow the customer to explain what has happened
- Identifying the issue
- Taking relevant steps to sort out
- Time management
- Received customer appreciation
- customer satisfaction

October 2015 - July 2016

Service Desk

Tech Mahindra Ltd Chennai,Tamil Nadu

My secondary job is with Tech Mahindra as an IT Service Desk associate Analyst. Overview about the job is, will receive inbound calls from US and UK customers regarding Technical issues with computer and applications like SAP, Lotus Notes, O365, Outlook, HRMS etc. Need to take remote control of their computer using RDP tool and creating incidents (P1, P2, P3, P4) prioritizing it based on the issues and number of users affected based on SLA. If the issue needs to be fixed by L1 support we will fix it, otherwise route it immediately to the support team and keep monitoring the issue status and sending the status incident management report for every 15 minutes time interval to the customer of what we are doing to get this and fixed letting know them what is the cause of this issue.

- Raising ticket in service now tool before the end of the call
- Queue monitoring
- Common Mailbox monitoring
- Scheduling call back if user requested
- Following up the ticket with users
- Conducting quiz for the process update

August 2016 - Current

User Access Management

Tata Consultancy Services Chennai,Tamil Nadu

My third & current Job role is User Access Administrator and Service Desk Technician. Here the work flow is, Will work on the tool called Marval (ticketing tool) was raised by users for the application access required for. Queue Manager will update the work notes in the ticket and assign it to us. Then we need to work on the ticket with zero error as per QM notes and to inform the user once access is granted.

Working on the tickets like new starter to the business and leaver and applications like Travelcat, JIRA, RSA, Amadeus, Travelbox, Proactis, Active Directory, Outlook Access, LAN account, VPN, SUN, ISS, Corporate Directory etc. Performing monthly, quarterly, half yearly and annual user audit checks and notifying the user with their last login in all the applications.

- Working on the tickets based on SLA
 - Creating users account with suitable level of access with their job role
 - Doing IT induction over the phone for the new starter to the business
 - Email monitoring
 - Performing checks for all the applications
- Educating the new starters on how to set up email account, how to use other applications if they are not sure about it.



Skills

- Interating with users and identifying their issues urgency
- Understanding their needs and prioritising it
- Providing an fixed solution not an one time solution
- Attaing customer satisfaction
- Provisioning and de-provisioning user changes
- Maintaining user level of access raw datas
- Managing application and user-store integration
- Performing audit check complaine for all the applications



Personal Details

Father's Name : Stalin

Birth Day :10-JUN-91

Gender : Female

Martial Status : Single

Nationality : Indian

Declaration

I hereby declare that the information contained here in is true and correct to the best of my knowldge and belief.

USHA STALIN.

Chennai,Tamilnadu