

Puspalata Behera

Bhubaneswar, Odisha, India 751002

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PROFILE

Technology-inclined professional possesses troubleshooting capabilities and a customer-oriented attitude. With 4 years of experience in providing support in network and software to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive optimal user experience.

PROFESSIONAL EXPERIENCE

ICT Technician | Unicef, Bhubaneswar, Odisha

Plot No. 44, Surya Nagar, Bhubaneswar, Odisha 751003 - October 2021 – Current

- Resolving IT-related issues by using ticketing systems to manage and process support actions and requests.
- Assessed customer's needs and coordinated with support groups to service customers.
- Performed troubleshooting to correct computer hardware and software malfunctions.
- Monitored systems in operation and quickly troubleshot errors.
- Configured hardware and granted system permissions to new employees.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Assisted with updating technical support best practices for use by the team.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Completed routine and complex software installations, assisting users of various levels of computer sophistication in the operation of new and existing software.
- Installed and configured operating systems and applications.
- Configured hardware, devices, and software to set up workstations for employees.

IT Support at People's Forum, Bhubaneswar, Odisha

HIG-97, Dharam Vihar, Khandagiri, Bhubaneswar, Odisha 751030 - September 2018 - September 2021

- Working in Gov. of India project SAKHI-ONE STOP CENTRE, KORAPUT which intended to support women affected by violence, in private and public spaces, within the family, community, and at the workplace
- Generate the Unique ID of the women affected by violence through web-based software.
- Document the case history as provided by the Centre Administrator, Counsellor, Paramedic, Lawyer, and Police Facilitation Officer and record proceedings for case management as well as develop the web-based data, help in video conferencing, data entry operations, etc
- Responsible for keeping the record of CCTV footage at OSC.
- Follow strict proceedings to maintain privacy with regard to data generated and ensure that names and other details of aggrieved women remain confidential in each step of case history documentation.
- Drafting the monthly/quarterly report based on the MIS, web-based data collection which would be approved at the level of the Centre Administrator for submission to the Management Committee.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Generated reports to track performance and analyze trends.
- Maintaining softcopy of all the hardcopy with their database on desktop also updating lists of registered cases entries on Gov. portal of Nirbhaya Portal of GOI W&CD dept

EDUCATION

- Master in Computer Application (MCA NEW) 2023- IGNOU, KIIT, Regional center, Bhubaneswar, Odisha (currently pursuing)
- Bachelor's in Computer Science (2017)- Vikram Deb Autonomous College, Berhampur University, Koraput, Odisha
- Intermediate (+2 Science), 2014 – Vidwan Institute of Basic Studies, Jeypore, Koraput, Odisha.
- Matriculation (Board of Secondary Education), 2012- U.K.P High School, Jeypore, Koraput, Odisha.

Other courses

- AI Tools(ChatGpt with other AI tools from Skill Nation)
- Python(currently pursuing from NSDC skill dev, India)
- PGDCA with Hardware Networking knowledge in Computer Applications

Skills

- ☐ HelpDesk Support
- ☐ System Upgrades
- ☐ Troubleshooting and Diagnostics
- ☐ Technical Support
- ☐ Programming (Python, C, C++)
- ☐ AI tools knowledge(ChatGPT)
- ☐ MS Office(Office 365)
- ☐ Data Visualization (Power BI, Tableau)

Language and Hobbies

English(Intermediate)

Hindi(Advance)

Odia(Native Speaker)

Hobby- Watching Current Affairs and English Newspaper Reading

(To enhance vocabulary skills and current affairs knowledge)

REFEREES

Clementine D'Costa

Executive Associate, UNICEF India Email:

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Monika Oledzka Nielsen

Programme Representative, Teheran UNICEF Email:

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