

Ishita Mukherjee

IT Support Specialist

Profile Summary

Ishita is conscientious and hardworking professional with experience in technical advisory (IT First-Line and Second-Line support), on call support, customer service, Linux and Windows troubleshooting and general office operational work. A highly organised and efficient individual with great inter-personal skills, whose thorough and precise approach to projects has yielded excellent results.

In her latest experience as a Rackspace Global Support specialist, Ishita has displayed her ability to quickly pick up complex technical expertise from scratch and quickly put it to use in the workplace. She has performed work-from-home responsibilities with equal vigour as onsite activities. Her experience includes troubleshooting and resolving server issues (both Windows and Linux), monitoring AWS alerts and ensuring adherence to ticketing SLAs.

Work History

May 2021 -
Nov 2022

Global Support Technician

Rackspace

Ishita has been working in Rackspace as a direct representative (first line support) for technical issues on multiple platforms – chat, phone or support tickets and is responsible for delivering a great customer experience. She is responsible for handling technical customers from all over the globe (US, UK, South America, etc). Her work includes operational activities on Windows and Linux servers, responding to automated alerts and redirecting tickets to respective teams.

Roles and responsibilities:

- First line responder on web chat, phone, mail and ticketing systems (Service Now).
- Basic OS troubleshooting in both **Windows and Linux**.
- Resolve or escalate level-appropriate technical issues for customers in accordance with the team playbook guidelines.
- Secure and administer technical issues which include OS level, webserver, database, application server, DNS, SMTP, user management and permissions or other software issues.
- Ensure adherence to customer SLA commitments.
- Troubleshoot monitoring alerts and create tickets accordingly.

Aug 2019 -
May 2020

Freelance Microsoft Technical Support Specialist

Microsoft/Gigmos (Freelance contract)

Ishita worked extensively on Microsoft support interfaces (phone, email, chat) as a Technical advisor to Office 365 administrators. Her primary

Personal Info

Address

109 Emerald Court,
Ramprastha Greens, Vaishali,
Ghaziabad, U.P. 201012

Phone

+91 9968277708

E-mail

ishitamrc09@gmail.com

LinkedIn

www.linkedin.com/in/ishita-mukherjee-346462157

objective was to directly assist organization administrators with their varied issues on different Office 365 offerings (including Microsoft Teams, Active Directory, User Onboarding, Outlook).

Roles and responsibilities:

- Troubleshooting challenging technical issues faced by Office 365 administrators and maintenance teams.
- Interfacing with Microsoft customers on phone, email and chat.
- Adhering to extremely strict SLA requirements imposed by Microsoft and meeting these with high feedback ratings.
- Advising customers on organization best practices and guidelines to select required licences.

**June 2018 –
July 2019**

IT Support Analyst

GlaxoSmithKline (on contract in London, UK)

As one of the main faces of GSK's IT support Service desk, Ishita was responsible for handling all laptop related, software related or all kinds of general IT related support and front-desk activity. Ishita was also responsible for guiding international clients and employees who are new to the premises for IT setup and support.

Roles and responsibilities:

- 1st / 2nd Line Support Engineer and troubleshooting.
- Managing large-scale migration in GSK from Windows 7 to Windows 10. Performing laptop builds.
- MS-Office related troubleshooting.
- VPN, LAN and network troubleshooting. Remote access help sessions.
- Ticketing, systems upgrade, new-joiners walkthroughs, hardware and peripheral support, etc.

**October
2016 –
December
2017**

Trainee Operations Officer

VFS Global, London

Ishita was responsible for processing visa applications and having specific knowledge of visa laws applicable for different countries.

Roles and responsibilities:

- Direct customer interaction for visa processing and queries.
- Data entry and general administration. Transaction reporting.
- Fee collection and cash handling.

**December
2014 –
August 2015**

Tech Associate

Wipro BPO, New Delhi

- Ishita was responsible for premium (Titanium) support for one of the top

Indian telecommunication and broadband companies.

Roles and responsibilities:

- Customer network troubleshooting through telephonic support.
- Technical support advisor.

Education

Bachelors in Electronics & Instrumentation (B.Tech)

Biju Patnaik University & Technology, Bhubaneswar