

Princy Yadav

Personable and knowledgeable IT specialist with 4+ years of experience assisting native German users with various software related issues. A German language expert, worked for various German profiles such as IT Specialist, Dispute Analyst, Executive

GET IN CONTACT

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PERSONAL DETAILS

- Total Experience 4 Years 6 Months
- Current Location Noida
- Date of Birth May 25, 1997
- Gender Female
- Marital Status Single / Unmarried

SKILLS

- Negotiation Skills
- Strategic Thinking
- Analytical Skills
- Presentation Skills
- Interpersonal Skills
- Communication
- Team Leading Skills
- AWS
- VMware
- Critical Thinking
- German Language
- Communication Skills
- Leadership Skills
- Customer Satisfaction

TECHNICAL SKILLS

- VMware VCenter
- AWS
- W365
- Virtualization
- Virtualization Administrator

PROFILE SUMMARY

Personable and knowledgeable IT specialist with over 4 years of experience assisting native German users with various software related issues. A German language expert, worked for various German profiles such as IT Specialist, dispute analyst, Sr. Executive. Provided in depth technical support to native German clients as an L2 level engineer, hands-on experience in virtualization worked on technologies like VMware, and AWS. Resolving 99.2% of issues without transferring to L3 level support. Experience in the complete ticketing system includes SLA (service level agreement), priorities of the incidents according to the situations, follow-ups with the users. Proven track record with the abilities to work within time constraints, manage change, prioritizing and/or multitasking in a dynamic industry and results driven environment.

EDUCATION HISTORY

Graduation

Course	B.Sc(Physics)
College	YBN university
Year of Passing	2020
Grade	6.92/10

WORK EXPERIENCE

Apr 2022 to Present

Specialist at HCL Technologies

Working as a level 2 VDI technical support Engineer. Supporting Fiserv employees and German native clients for their virtual machine performance related issues. Supporting users in issues related to shared drives in active directory for getting access to a particular drive or to remove access. Provisioning and Managing the Virtual infrastructure (VDI Pools, Workspaces, Servers) as per Business requirement. Incident management. Helping Organization in migrating infrastructure from On-Premises to cloud also migrated from VMware infrastructure to AWS Cloud Migrated users from windows 7 VDI pools to windows

LANGUAGES KNOWN

- German
 - English
 - Hindi
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COURSES & CERTIFICATIONS

- German Language B2 Level
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SOCIAL LINKS

- <https://www.linkedin.com/in/princy-yadav-50040a164>

10 pools, have looked after the users Who were not assigned VDI automatically, manually assigned VDI them. Helping users to regain their data which was lost during migration. Following a complete ticketing system using service now.Support users for their issue within the SLA (service level agreement). Taking ownership of the incident from picking it up to resolving it. handling dashboard of service now in weekend shifts.

Dec 2020 to Apr 2022

Dispute Analyst at Mphasis

Provided resolutions to native German customers as well as German merchants for their payment related dispute. Dealt with various kinds of disputes such as returns, goods not recieved, faulty goods. Have trained batches on these dispute types, and supported them during their OJT. Helped customers in case of genuine disputes with reversals and refunds. Supported the team as a SPOC for all their queries on various disputes. performed chargebacks in case of identifying the merchants as fraud and resolving the dispute. Analysed the whole dispute from customers end as well as merchants end and providing efficient resolutions on disputes.

Jun 2019 to Dec 2020

Executive at Concentrix Daksh Services India Private Limited.

Provided resolution to Amazon's German customers for their queries related to catalogue, content reviewing, article description, membership, preorder questions, refunds. Processed refunds to the customer if the product gets lost during shipment. Provided replacement of the products under replacement warranty with Amazon. Assisted users with their monthly subscription of Prime, monthly subscription of articles, audible and fresh. Tracked the order status in case of a technical issue, and contacted relevant teams to expedite the processing. Ensured customer centric support in all the queries and speedy resolution for the customers. Helped customers with all their queries before placing an order such as article description, pricing, delivery fee.