

**SHREYA SINGH**

Cell: +91 9008277733

Email:
sshreya11@gmail.com**CISCO ID:**
CSCO13994207**Career Interests:**

Focused and highly-motivated IT professional offering over 3 years of experience in the Technical support high-performance technology solutions to meet challenging business demands. Exemplary problem-solving skills; able to identify problems and implement corrective process.

Certifications:

- CCNA (Cisco Certified Network Associate) 200-301

CANDIDATE ID: 282664884
CISCO ID: CSCO13994207**Education:**

- Masters of Computer Administration (MCA) – SIKKIM MANIPAL UNIVERSITY -2014
- Bachelor of Arts Passed in 2010 (Ajmer University, Rajasthan)
- 12th Std – RBSE Board-2007
- 10th Std – RBSE Board-2005

Core Competencies:

- Critical case Handling
- Sharp Analytical Skills
- system Administration
- Network Administration
- Strong Interpersonal Skills
- Logical Troubleshooting
- Customer Handling
- Escalated Call Management

Technical Skill sets:3 Years of experience in IT as **Technical Support executive****❖ Worked in HPE as a Proactive Care Specialist for HPE Enterprise Customers from August 2014 till January 2017****Responsibilities:**

- As a Proactive Care specialist, I use to provide customers with firmware and software version analysis for supported devices with the list of recommendations to keep their HPE Proactive Care covered infrastructure at the recommended revision levels.
- Provided regular proactive scan for customers HPE Proactive Care covered devices, which would help them to identify and resolve configuration problems
- I was responsible for providing quarterly incident reports intended to help customer to identify problem trends and prevent repeated problems.
- HPE Proactive Care report uses Remote Support Technology to enable faster delivery of services by collecting technical configuration and fault data. Use to recommend customers that running the current version of Remote Support Technology is required to receive full delivery and benefits from this support service.
- Successfully resolved moderate technical issues (related to hardware and software) from incoming customer contacts and proactive notification systems.
- Respond to service, product, technical, and customer-relations questions on subjects such as features, specifications, and repairs on current and discontinued products, parts, and options, based on customer entitlement (for example warranty through enterprise).
- Participates in projects for process or quality improvements.
- As an SME of the team I was responsible for Knowledge transfer, Training and other assistance to new hires as and when required.

❖ Worked as a Technical Support executive in Sitel from Jan 2008 – Jan 2009**Responsibilities:**

- Worked as an essential member of Support team working for AOL customer
- Act as Product Specialist and support engineer to resolve customer issues
- Use to troubleshoot on customer's network and fix the internet related issues.
- Was assisting my Team members with process and technical knowledge transfer.
- Was responsible for total customer experience.

Additional Information

- Father's Name : Mr. P.N. Singh
- Date of Birth : 11th Nov 1989
- Gender : Female
- Marital Status : Unmarried
- Nationality : Indian
- Languages Known: English , Hindi

Declaration

I (**SHREYA SINGH**) do hereby declare that the above stated information is true up to the best of my knowledge.

Date :

Place :