

HEENAA H

heenahaji503@gmail.com

[Contact number: 9902069503](tel:9902069503)

CAREER OBJECTIVE : Seeking for an opportunity to enhance my personal skills and knowledge to work for the betterment of the firm.

EDUCATIONAL QUALIFICATION :

Course	University /Board	Institute/College	Aggregate
BE(Electronics and communication)	VTU	Kalpataru Institute Of Technology Tiptur	71%
PUC	Department of pre- university education	Jagadguru sri kodimutt pu college Arsikere	75%
SSLC	Karnataka secondary education examination board	St. Mary's high school Arsikere	80.16%

Work Experience:

- Worked for Sysquali Infotech as a Technical Help Desk from June 2019 to Feb.2022
- Worked for Wipro as Remote technical service desk engineer.
 - Payroll----Infiniminds private limited (PWC)
 - From October 7th, 2022- till now

Responsibilities Includes:

- Coordinating with the Engineer for scheduling calls
- Resolved the issues by taking remote.
- Tickets update and tickets follow up.
- Coordinating with the customers for resolving issue
- Configuration of MS Outlook and creating PST
- Co-ordinating with Engineers for resolving the issues.

ACHIEVEMENTS:

- Participated in district level volleyball.
- Participated in district level relay running competition.
- Attended workshops on Aurdino.

STRENGTH:

- Accept difficulties and challenges.
- Passion for constant improvement
- Fast learner
- Self-motivated, focused and dedicated.

HOBBIES:

- Pencil sketching
- Listening to music
- Playing volleyball
- Nail art

PERSONAL DETAILS:

Name : Heena A H

Gender : Female

Date Of Birth : 12/04/1994

Husband Name : K Shameer Ahamed

Nationality : Indian

Languages Known: English, Hindi, Kannada, Urdu

Address : Heena A H D/O Hajeevali Y J Hassan Road

Left side 1st cross Arsikere (T) Hassan (D) 573103

I hereby declare that the above-mentioned details are true to the best of my knowledge, and I bear the responsibility for the above-mentioned particulars.

Signature

Heena A H