

MANUJA SINGH

Technical Support Engineer

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OBJECTIVE

I am a professional with 5 years of demonstrated experience in the IT Support industry with great exposure and hands on experience in troubleshooting various types of complex issues and handling Mission Critical Situations (Criticits/Sev: A/1) or outages. My aim is to gain further knowledge and experience to sharpen my skills as well as work in a secure and profitable organization where I can utilize my present skill sets, knowledge, and talent at the fullest for the company's growth.

EXPERIENCE

Organization: Wipro Limited (Pune)

Project 1: Vulnerability management (3.5 years)

Project 2: Firewall and proxy management (1 year)

Designation: Technical support engineer

Duration: 31 oct 2017 to Present

KEY COMPETENCIES

- Strong customer service skills to interact with customers in a professional manner along with experience in people management.
- Fast Learner, Well versed in multi-tasking and experienced in working under pressure in a scenario like Outages, Escalations and Critical or Production down situations.
- Knowledge of and familiar with identity and authentication management and their architecture
- Responsible for modifying services as per the customer's requests.
- Sending Daily/Weekly/monthly Report in a timely manner.
- Maintaining health check-up and regular backups for security devices for different accounts.
- Regularly blocking IOCS/Whitelisting URLS tasks for different accounts.
- Working on regular requests such as VPN ID Creation/Deletion, internet access provision Work Orders along with those which require creating rules on firewall, exceptions under Forcepoint proxy.
- Attended Firewall Reboot activity along with senior team members.
- Regularly sharing ticket status with team members to proactively keep a track of



current ticket count and work accordingly.

- Monitoring tickets on service now (Incident, SR, Alert).

EDUCATION

MCA(Masters in computers and applications) in June 2014 from **RGPV University**.

BCA(Bachelor in computers and applications) in June 2011 from **MCRPV University**.

SKILLS

- Quick Learner & Flexible
- Innovative Approach
- Effective Time Management
- Ability to Work Under Pressure
- Microsoft Office
- Team Management

LANGUAGE KNOWN

Hindi & English.

DECLARATION

I hereby declare that the above given information is true to the best of my Knowledge, information and belief.

