

Sarojini Tripathy

Roles: Technical Support
Analyst H/W & S/W,
Hardware Support Engineer,
L2 Escalation Desk

PROFILE

A confident, focused and fast-working candidate who understands how important attention to details is working in any field. Over 5 years of experience providing support to multi company clients facing issues with hardware and software. I possess strong multitasking skills and ability to simultaneously manage projects. Tech savvy and efficiency focused.

CONTACT

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HOBBIES

Reading
Travelling
Cooking
Interacting

EDUCATION

Graduated – BCA from Dr. Ambedkar Memorial Institute of Information Technology and Management Science
Higher Secondary – Ispat Vidya Mandir

WORK EXPERIENCE

WFM Technologies | Technical Support Analyst

3rd Mar, 2020 – 2nd June, 2023

International Voice. Responsible to provide SaaS, Active directory User management, Office 365 install & troubleshooting that includes OneDrive, SharePoint, Teams, etc. and Hardware support that includes all the computer hardware (desktop, laptops & All-In-One) and its supporting devices/peripherals. Installing Windows, applications, firmware, drivers, printers, document & barcode scanners, POS machine for OTC sales. Managing daily escalations data and prioritizing support for pending issues/tickets. Ticketing tools experienced such as Zoho, Salesforce, Delta and ServiceNow.

Dell Technical Support | Technical Support Engineer | CGS India Pvt. Ltd.

Jan'2019 – Feb'2020

SMB & Consumer support for Dell Technologies that includes both hardware & software. From installation to diagnosing the root cause, fixing the issues as OCR and/or arranging a technician visit with required part replacements for almost every product, desktop, laptop, All-In-One, Monitors, PC Accessories, Projectors, storage devices. And installing & re-installing Windows, upgrading, and improving PC performance.

Flipkart Customer Service • L2 Escalation Desk • Karvy DigiKonnnect Limited

Oct'2017–Jan'2019

Started my career as a CSR at this point and understood the importance of customer base. Helping the customers with their queries related to orders and in the span of a few months was promoted to L2 Escalation desk and was responsible to manage prioritized escalation and provide satisfactory resolutions.

KEY SKILLS

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|--------------------------|--------------------|
| • Database management | • Time management |
| • Microsoft Office Suite | • Active listening |
| • Microsoft Windows | • Communication |
| • AD Services | • Customer service |
| • Microsoft Excel | • Leadership |
| • Pivot tables | • Management |
| • Computer technology | • Problem-solving |