**K. Teja Siri Chandana**

Email id: [katarisiri@gmail.com](mailto:katarisiri@gmail.com)

+91-9848032698

**Education:**

* **Academic Profile:**

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| --- | --- | --- | --- | --- |
| **Examination** | **Discipline/**  **Specialization** | **Board/**  **University** | **Year of**  **Passing** | **Percentage Obtained** |
| B.Tech | Electrical&Electronics Engineering | MRCEW,  JNTU Hyderabad | 2013 | 79 |
| Intermediate | M.P.C | Board of Intermediate Education | 2009 | 80.2 |
| X standard | S.S.C | State Board | 2007 | 89.16 |

**Work Experience:**

**Role: Service desk Engineer**

**Client Name:** IBM (Jan 2016-Jan 2017)

**Location:** Singapore

**Responsibilities:**

* A complete front desk support that involves Deployment, system allocation either New or a temporary one to IBMers with a documentation to be submitted to my team at the EOD both soft and hard copies.
* To handover a new Mac (13 or Pro 15) and Notebook with Windows or Linux OS basic setup which includes Windows activation, Wi-Fi setup, Notes (IBM email portal) setup, Encryption of C-Drive and passwords setup.
* I worked on solving issues such as Blue screen, AT&T access, VPN connection, Wireless configurations.

**Role:** **Service desk Engineer.**

**Client Name:** URA (Jun 2015-Dec 2015)

**Location:** Singapore

**Responsibilities:**

* Imagining, Encryption, Decryption, Software Installation, Trouble shooting the issues with different software, blue screen, outlook and printer configurations and deploying system to the user with required new set of accessories.
* Trouble shooting many architectural software issues and HP hardware which heads a key role in user’s feedback.

**Role: Customer Service Officer**

**Client Name:** VFS India (Nov 2014-May 2015).

**Location:** Bartronics pvt.ltd. Singapore.

**Responsibilities:**

* Deliver personalized service face to face, Email and over the telephone to customers on visa services in an effective and efficient manner.
* Ability to understand customer queries and give proper answers appropriately.
* Consistently deliver excellent quality service to our customers to achieve total customer satisfaction.
* Solicit customer’s feedback and identify problem trends for improvement actions.
* Stretching extra hours to handle additional tasks.

**Career Objective:**

Being an individual with a positive attitude, I aspire to enhance my technical skills to contribute to the growth of the workplace.

**Volunteer and Extracurricular Activities:**

Been as an active participant and also organizer for many technical and non-technical events held in our city (Hyderabad).

**Technical Skill:**

* Good knowledge on MS office, Internet browser and trouble shooting skills accordingly.
* Constructions in Delta PLC, Keil vision Softwares.

**Languages known:**

* Fluent in Telugu (Mother Tongue)
* Fluent in English
* Fluent in Hindi

**Personal Information:**

* Nationality: Indian

**Miscellaneous Information:**

* Availability: Immediate.