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|  |  | **Shilpa Kanjilal**  Senior Helpdesk Engineer |
| Profile Aim to associate with an organization that gives me scope to apply my knowledge and skills. To excel in the roles and responsibilities that will contribute towards development of the organization. IT professional with excellent academic and professional formation. 7 years of experience in Customer service, tech support and team handling Contact PHONE:  9804331276, 9094393138  EMAIL:  [shilpakanjilal@yahoo.com](mailto:shilpakanjilal@yahoo.com)  kanjilal.shilpa@gmail.com |  | EDUCATION Completed Bachelor of Arts (English Honours) from E.I.I.L.M University in 2012 WORK EXPERIENCEMr. Cooper, Chennai (Senior Helpdesk Engineer) 27th June 2016–Present   * Monitor service desk L1 and L2 queue in Service Now Tool * Auditing calls and tickets for the team. * Analyze the tickets and reassign them to appropriate application queue. * Following up with the user to know whether the resolution given by the support team solved the issue (Done for 3 times until the user responds) * Documentation and creation of KT related docs * Sending weekly and monthly reports to the management group related to productivity of the team members. * Conducting knowledge sharing session for the new team members and helping them in resolving tickets Maintaining the tracker for the tickets worked on. * Performed the Monitoring job using the DELL EMC tool. * Performed quality audit for calls and tickets for Service Desk L1 and giving required feedback as and when required. * Initiated the process review sessions by discussing the quality parameters within the L1  Sutherland Global Services, Chennai (Senior Technical Consultant) December 2014–May 2016   * To assist the customers regarding Product issues like installation, activation, download * Helping the customers related with any error message while download, installation, activation * Assisting the customers regarding subscription verifying * Providing end to end support  Teleperformance, Jaipur (Technical Support Executive) September 2013–April 2014  Providing technical assistance related with installation, activation, download and upgrade of Office 2010, 2013 and Windows 7, 8, 8.1 for all US Customers  **Descon Soft Pvt. Ltd, Kolkata (Customer Service Executive)**  August 2009–July 2010  Providing Billing clearance in Australian Solar Energy Process  **Wipro BPO, Kolkata (Technical Support Executive)**  October 2007–July2008  Providing Technical assistance in broadband connection issues Skills Eye for detail  Customer service.  Communication skills.  Ability to learn quickly.  Troubleshooting/problem-solving skills.  Ability to work under pressure.  Adaptability.  Teamwork skills.  Interpersonal skills |