**RESUME**

**DIANA RAJKUMAR. R**

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94994942/91011244

**OBJECTIVE**

A skilled, qualified and talented IT professional with nearly 4 years of experience in Desktop and Laptop support. Looking for a position to utilize my knowledge and experience in a well organized environment.

**EDUCATIONAL QUALIFICATION**

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| --- | --- | --- |
| **Course** | **Year** | **University** |
| B.C.A | 25 Aug 2000- 12 May 2003 | UrumuDhanalakshmi College Bharathidasan University, Trichy-19 |
| M.C.A | 25 Aug 2003- 07 May 2006 | Dr .M. G. R Research and Deemed University Chennai-95 |
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**EXPERIENCE**

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| --- | --- | --- | --- |
| **Year of Employment** | **Employer** | **Designation** | **Client** |
| 25 Jan 2008 – 25 Mar 2011 | SUTHERLAND GLOBAL SERVICES | Senior Consultant (Senior Technical Support) | MICROSOFT |
| 06 Aug 2012 – 01 May 2013 | CONVERGYS | Technical Support Officer Tier 2 | MICROSOFT |
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**EXPERTISE SUMMARY**

* Worked as Escalation Engineer or Research Engineer for Microsoft L2 support.
* Expertise in customer service and technical support related to Microsoft Operating system.

**JOB RESPONSIBILITIES**

  • Troubleshooting all issues pertaining to Windows 8, Windows 7, Vista and XP Operating system.

  • Providing Technical Support to US customer over phone.

 • Pre-installation and post-installation of Operating system with Disc or without disc, in case of system file corruption and also in no boot situation.

 • Troubleshooting issue related to Windows XP, Vista, Windows 7 and Windows 8 Microsoft Windows updates, including Service Pack installation.

 • Troubleshooting the Internet connection issue with regards to Microsoft Update errors.

 • Recreating corrupt or missing system files services.

 • Activation issues related with Windows XP, Vista, Windows 7 and Windows 8 Operating system.

 • Troubleshooting technical issues over online for the customers outside US.

 • Identifying and resolving the Windows XP, Vista, Windows 7 and Windows 8 issues within the time frame specified by the business.

 • Ensuring the business specified metrics are met and excelled.

**KEY SKILLS AND MANAGEMENT:**

Professional management skills

 • Meeting objectives

 • Identifying problems

 • Promoting solutions

 • Managing change

 • Well-developed and effective communication skills.

 • Excellent Team-Building Skills.

**ACHIEVEMENTS**

 • Won Extra Miler award.

 • Won Bravo Champion awards.

 • Achiever for consecutive three months.

**TECHNICAL SKILLS**

Operating system   : Windows XP, Vista, Windows 7 and Windows 8

Networking     : Basic Networking concepts

**PERSONAL DETAILS**

HUSBAND NAME     : S. Rajkumar

DATE OF BIRTH    : 12th May 1983

MARITAL STATUS    : Married

NATIONALITY    : Indian

LANGUAGE KNOWN    : English, Tamil

PRESENT ADDRESS : 2-124, 671C, Jurong West St 65, Singapore.

PERMANENT ADDRESS    : No 29 A, Diana Illam,

Anna street, malaiyappanagar,

Trichy-620010.

PHONE    : 94994942/91011244 India Number: +91 9629995948

PASSPORT # : K1959462

Passport Date of Issue : 07/01/2013

Passport Date of Expiry : 06/01/2023

Date:    Yours faithfully,

Place:    Singapore (**DIANA RAJKUMAR.R)**