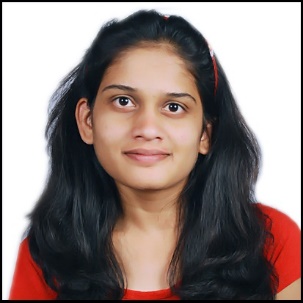
**Ashwini Meshram** 

**Technical support specialist**

Personable and knowledgeable IT support specialist with over 6 years of experience assisting customers with various hardware and software related issues. Provided in-depth technical support to clients at a Tier 3 level, solving 99.2% of issues without Escalation. Seeking to provide expert technical support to enterprise organizations as the L3/L4 tech support engineer

Email: ashwinimeshram@yahoo.com Contact Number: +917262064694

Location: Pune, India LinkedIn ID: linkedin.com/in/ashwini-meshram-83768a109

SKILLS:

Cloud Support, Working with APIs, Experience in SaaS platform/Salesforce, Good knowledge of ITIL, Strong knowledge of Google Workspace, Google Admin Console, Google Drive and Google Workspace applications, Effective communication skills, Strong interpersonal skills. Problem solving. Basic Network fundamentals.

**WORK EXPERIENCE:**

**Technical Support Specialist**

Infosys BPM

*11/2021 – 12/2022,*

**Achievements/Tasks:**

* Maintaining the cloud related problems.
* Help clients educate them about API and use it.
* Coordinated with Level 1 technical support specialists to take over calls outside their level of support.
* Assisted customers with more diﬃcult technical issues requiring a greater level of personalized care and in greater length.
* Escalated support desk tickets to Level 4 Senior Customer Service Executive

**Senior Tech Support Executive**

TechMahindra

*01/2020 - 02/2021,*

**Roles/Tasks:**

* Analysing customer complaints and providing the best possible solution.
* Providing resolution all types of network issues and technical issues.
* Assessing payments queries and provide accurate information.
* Work towards resolving the technical issues and keep a follow up with customer.

**Senior Tech Support Executive**

Capita India private limited

*03/2018 – 11/2019,*

**Roles/Tasks:**

* Understand customer's issues and provide the best solutions possible.
* Take care of the services they want to add or remove, update it in the system. Help them change plans if needed.
* Troubleshoot network devices issues with resources available
* Work towards customer satisfaction and excellence to be a better help and achieve good reviews.

**Backoffice Employee**

WNS

*12/2015 -05/2017,*

**Roles/Tasks:**

* Work on given cases and do back-office tasks. Provide best possible solutions.
* Revise customer bills with all troubleshooting and new changes.
* Make bills
* Regularly keep check on any cases or requests that needs follow up and work on it.

EDUCATION

**B.E. Information Technology**

SMT.Kashibai Navale College of Engineering,Pune.

**Diploma in Computer Engineering**

Acharya Shrimannarayan Polytechnic

**PERSONAL PROJECTS**

Eﬀective Logistics Vehicle System Using Tracking and Security- Final year Engineering.

* This project is in Java, the back-end is SQL.
* We have provided end to end security for customers and provider data by using QR code concept. Gathering the requirement of project as well as diﬀerent concept of projects, analysis the data.
* Design the project ﬂow and developed according to logistic management system in India and Make attractive GUI according to requirements.

Hotel Management System - Final year Diploma

* This project is in Visual Basic 6.0, Oracle 2.0 and Core Java.
* A simple GUI application for Hotel Managements which includes everything start from the rooms available, food menu, employees working and a brief information about the budget and expenses.
* Fixed bugs and detect in testing.