**TULIKA GAUTAM**

Phone: 8109298264

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**OBJECTIVE**

To utilize my hardware, software and operating system knowledge and communication skills, loyalty and innovativeness in achieving targets as per the objectives of the organization, thereby proving my worth. To further upgrade myself for advancement by constantly learning more and embracing the challenges of the corporate world.

**PROFESSIONAL EXPERIENCE**

**As Help Desk Associate in NTT Data Information Processing Services Pvt Ltd, Bangalore (20 Oct 2021 to 20 June 2023)**

Responsibilities:

* Troubleshooting issues and errors in bank applications. Using fixes like clearing temporary files, browser cache, gpupdate.
* Software installation and repair.
* Password reset and account unlocks for Active Directory, issues with credential manager.
* Providing recovery for drive encryption software like McAfee and Bitlocker.
* Fixing login and launching issues with mainframe applications.
* Assistance for VPN and soft token.
* Troubleshooting and setup for cisco jabber, cisco finesse, citrix workspace, onedrive, outlook, teams, acrobat license, ms Excel
* Fixed hardware issues like computer assembly, docking station, adding printers, installing scanner drivers, network connectivity, audio settings.
* Opened and resolved tickets on service now.
* Driven towards achieving monthly CSAT, AHT, FCR (first call resolution), ticket assignment time, correct ticket assignment, call to interaction ratio targets.

**As Senior Associate in Tech Mahindra Limited, Pune (4​ ​July 2019 to 16 Sept 2021)**

Responsibilities:

* Assisted customers with billing issues for fixed landline VoIP and broadband services like ADSL, Fibre.
* Provisioned new users and worked on fixed line & broadband migration issues. Booked field tech visits and installation orders.
* Maintained query records on siebel, called back the customer for follow-ups on genesys.
* Tools: Oracle Seibel, Amdocs Clarify, The Program II, ICSS, Knowledge Base, Addon Admin, One-view, Skype
* Driven towards achieving monthly NPS and FTF (first time fix) targets.

**As Senior Executive, Data at Intelenet Business Services Ltd, Indore - 12 months (30 Jan 2018 to 09 Feb 2019)**

* Worked as email and chat associate for a leading ecommerce company, while maintaining zero errors in terms of written communication and process related information.
* Handled multiple customers at a time in chat unlike email and inbound customer support.
* Tools: Box Office, Smart Assist, Right Now

**As Technical Support Executive at Teleperformance, Indore - 28 months (11 May 2015 – 16 Sept 2017)**

* ​Multitasked in calls by speaking to customers and created customer issue-and-resolution database into specific categories for the company, used by management​ and ​other customer service associates to track and resolve customer inquiries. ​

•​Resolved customer's query completely within stipulated time frame ensuring customer satisfaction and fulfilling quality parameters according to client requirement.

* ​Took end to end Ownership of end user issues till resolution and follow up as mandated by the process requirement.
* ​Addressed customers inquiries and ensured customers were routed to correct department to resolve issues if needed.
* Met KPIs on regular basis.
* ​Worked on Citrix Receiver, Office 365.

**SKILLS**

* Outstanding communication and analytical skills to ensure that the concern is well understood and handled in an effective manner.
* Both independent and team worker, as required. ​
* Knowledge of Office 365, Windows server.
* Ability to multitask and prioritize effectively. ​
* Cleared the STEP training for skill development in Teleperformance as the best performer.
* Cleared Lean Six Sigma yellow belt certification. ​
* Received multiple appreciations from clients as well as the management.

**ACADEMIC DETAILS**

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| B.E. (Electronics and  Communication Engg.), NRI Instt of  Inf Sc. and Tech., RGPV, Bhopal | 73.54% (2013) |
| HSC- St. Theresa’s Convent School, Bhopal CBSE | 77% (2009) |
| SSC- St. Theresa’s Convent School, Bhopal CBSE | 84.6% (2007) |

**INTERESTS/HOBBIES**

* Reading fiction books of Indian and international writers of various genres like historical, ​war, crime, mystery, mythological, paranormal, etc
* Travelling. ​
* Sports like badminton, skating and volleyball. ​

**PERSONAL INFORMATION**

Permanent Address: 390, Kalpana Nagar, Bhopal, M.P. 462022

Date of birth: 9​ ​August 1991

Languages known: Hindi, English

PAN Card number: BQQPG3138Q

Date: 7 June 2023