Ayesha I.Inamdar

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# Executive Summary

Zeal to accept work related challenges, dedication towards work. Excellent understanding of process issues, ability to work independently or as a part of a team. Good Analytical and interpersonal skills with a strong technical background and 5 + years of experience.

# TECHNICAL SKILLS

* **Database** : SQL server
* **Bug Tracking Tool** : JIRA, TestRail.
* **Cloud Tool** : ITSM , Service Now Admin , ETL.
* **Operating Systems: :** Windows, Unix
* **Packages :** MS Word, Excel and Power Point.
* Basic knowledge about Active Directory, DNS, Authentication and troubleshooting.
* Basic knowledge about FTN , VPN
* Software Troubleshooting & Problem Solving
* Good understanding of computer systems, mobile devices and other tech products.
* Ability to diagnose and troubleshoot basic technical issues.
* Familiarity with remote desktop applications and help desk software.
* Excellent problem-solving and communication skills.
* Ability to provide step-by-step technical help , both written and verbal.
* Phone, chat, Email & Remote Technical Support.

# ORGANIZATIONAL EXPERIENCE

**Company** : KRM United Software Services Pvt.Ltd **Designation:** Senior Executive

**Team Size** : 15

**Software :** Halo , Nuance

# RESPONSIBILTY

* Research and identify solutions to software and hardware issues
* Diagnose and troubleshoot technical issues, including account setup and network configuration
* Ask customers targeted questions to quickly understand the root of the problem
* Track computer system issues through to resolution, within agreed time limits.
* Talk clients through a series of actions, either via phone, email , Remote or chat, until they’ve solved a technical issue
* Properly escalate unresolved issues to appropriate internal teams.
* Provide prompt and accurate feedback to customers
* Refer to internal database or external resources to provide accurate tech solutions
* Ensure all issues are properly logged.
* Prioritize and manage several open issues at one time
* Follow up with clients to ensure their IT systems are fully functional after troubleshooting
* Prepare accurate and timely reports
* Document technical knowledge in the form of notes and manuals.
* Resolved technical query using troubleshooting steps.
* Handled technical, broadband, Hardware queries.
* Paym , payg , voxi queries for UK clients
* Handling the query related to Active Directory , DNS ,Authentication and troubleshooting

Them on daily basis.

* Basic knowledge about FTN , VPN.
* Resolved customer queries and provide support on calls , emails and chat.
* Experience in creating Dashboards in **JIRA** and present to management in weekly calls to track the project progress.
* UAT testing for internal web site.
* Hands-on experience in writing **SQL** queries to validate the customer provided data with database.
* Writing sql query to extract information.

**Company** : Vodafone Shared Services India  **Designation:** Senior Executive

**Team Size** : 25

**Software :** Halo, Nuance

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**Company :** Wipro

**Project :** BT

**Designation:** Executive

**Team Size** : 22

**Software :** Job Runner 2016

# RESPONSIBILTY

* Check the daily data feeds updated which received from the customer
* Extract the raw data from the data feeds.
* Transform the raw data to the correct Sql query format and Load the data to the database over call
* Manage the database related jobs scheduled automatically manually,
* Monitor the results of the jobs, and check if there is any duplicate job running then we have to put the job to fail.
* Pre and Post validation of data after loading it into Database.
* Manage user account and handle server related queries and maintain all customer data in active directory database.
* Take ownership of customer issues.
* Troubleshoot problems and see them through to resolution.
* Escalate unresolved issues to the appropriate internal teams.
* Provide resolution and Collect prompt and accurate feedback from customers.
* UAT testing for internal website.

# PROFESSIONAL EXPERIENCE

* KRM United Software Services Pvt. Ltd as a Senior Executive (Since August 2022 to till date).
* Having 4 months of experience as a ServiceNow intern (April 2022 to July 2022)
* Having 10 month of experience In Vodafone as a Senior Executive (Feb 2021 – Nov 2021).
* Having 6 months of experience in Wipro as Executive (Dec 2017-June 2018).

# EDUCATION QUALIFICATION

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Year of Passing** | **University/Board** | **Marks (%)** |
| MCA | 2016 | Raisoni Group of Engineering  and Management College | 77 |
| BCS | 2014 | University of Pune | 62 |
| HSC | 2010 | Maharashtra Board | 53.10 |
| SSC | 2008 | Maharashtra Board | 74 |

# PERSONAL DETAILS

* **Date of Birth :** 12th Sep 1993.
* **Languages Known :** English, Hindi and Marathi.
* **Marital Status :** Single

# DECLARATION:

I hereby declare that the information furnished above is true to the best of my knowledge.

**Place :** Pune

**Name** : Ayesha Inamdar

**Date :**