Pinky M

BCA

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PROFESSIONAL EXPERIENCE

Overall Experience: 9+ Years

Designation: Technical Support Engineer

Company Name: Fantabee IoE Labs Private Limited

Duration: Currently working

Client: Kwikbit Internet

Radio: K60+, K60CN

Router: EAP101

* Handling calls, Chat and emails.
* Ticketing tool used – Salesforce.
* Kwikbit internet provides gigabit speed wireless connection to the customers.
* Configuring Radios using EC Cloud. It helps to check current radio status.
* Configuring Router’s using Ignite cloud. It helps to check the status, Activity logs, device connected, and password reset can be done.
* Billing tool – Sonar, used for creating customer billing account and monitor their status.
* MikroTik tool – to check both Radio & Router status.
* Ring Central – used for inbound and outbound calls.
* Tracking records for new customers and scheduling Installation.
* Providing first call resolution to the customers.
* Zabbix02, Zabbix4 – used for monitoring customer’s radio status and outages.
* Giving training for new Agents about the process.
* Preparing Installation package for Installation process.

PROFESSIONAL EXPERIENCE

Designation: Administrator

Company Name: Wipro Technologies

Client: Bank Of New York (BNY) Mellon

Duration: November 1st, 2021, to till date (since the contract got ended with Micro Academy, joined in Wipro as permanent employee for the same client)

Designation: Sr. Analyst LEVEL 2

Company Name: Micro Academy

Client: Bank Of New York (BNY) Mellon

Duration: 10th MAY 2020 to October 31st, 2021

* As a Mentor helping my team to achieve their SLA.
* Updating SOP for the current process to help my team members.
* Administrating my team members with critical issues.
* Handling escalation calls.
* Ticket auditing and feedback for incidents created by team members.
* Handling critical calls and providing solutions on that call itself within AHT
* Providing support for applications and Desktop level supports
* Hyper -v tool used for deployment of software in the end user machine.
* Software installation done Manually or by PowerShell Installation
* Supporting Virtual desktop issues
* Restarting the Virtual desktop machine through VDS Director or SCVMM tool
* Supporting Citrix issues
* Supporting BYOD device - BB UEM Client and INTUNE
* Supporting to get registered with MFA Application and Re- Register MFA
* Providing activation password and guiding the user to activate the application
* Supporting MS office 2016 and M365.
* Supporting internal applications like outlook, skype, Cisco Jabber, Symphony
* Tools used to connect End user’s machine – Remote desktop connection /MSRA/ Bomgar
* Internal Chats used– symphony and Microsoft teams.
* Supporting network connectivity issues like wifi and VPN issues
* Configuring RSA Application in the user personal devices
* Updating Antivirus in End User’s machine (SEP)
* Ticket tool used– Service Now and Remedy9
* Calls – Avaya One X agent
* Supporting user accounts through Active Directory
* Providing Bit-locker Recovery Password Assisting password resets for both Applications and Mainframe
* Fixing issue at Registry level

PROFESSIONAL EXPERIENCE

Designation: Operations Engineer

Company Name: Sirius Computer Solutions India Pvt. Ltd.,

Duration: 13th October 2016 to 25th June 2019

* Handling critical alerts through Control- EM
* Resolution and clearing console alerts through VNC Viewer
* Creating tickets for each alerts, job and call using Service Now
* Creating passwords for user accounts, scanner and printer through Active Directory
* Handling daily check-sheets for Customer
* Handling weekly server maintenance both PROD 1 and PROD 2
* Handling weekly server Non-maintenance both PROD 1 and PROD 2
* Restarting, Activating and clearing queued jobs from the printer through Web-frame.
* Re-scheduling and Re-running failed jobs
* Contacting On-call person to report failed jobs and alerts
* Handling critical emails and reporting to support team.
* Handling Mainframe failed jobs and alerts
* Adding condition for the failed jobs
* Handling calls and server outages on time
* Maintaining 24x7 mailbox
* Bringing CICs regions up and down

PROFESSIONAL EXPERIENCE

Designation: System Executive

Company Name: Sun Infotek

Duration: 16th September 2014 to 30th September 2016

* Tracked user calls for resolution and escalation through Remedy Helpdesk Software
* Managing customer expectations by ensuring applications are supported
* Support MS Office Suite related issues
* Daily maintenance and problem resolution tracked on daily basis
* Supported network connectivity issues at desktop level anything escalated network team
* Trained team members on how to handle irated customers in calls

PROFESSIONAL EXPERIENCE

Designation: System Executive

Company Name: Cognizant Technology Solutions

Duration: 26th July 2012 to 01 May 2014

* Tracked user calls for resolution and escalation through Remedy Helpdesk Software
* Managing customer expectations by ensuring applications are supported to agreed service levels
* Creating user accounts and assign group rights using Microsoft server tools (ADS) Active Directory
* Creation of Groups and assigning group owners using (ADS) Active directory
* Support MS Office Suite related issues
* Supported network connectivity issues at desktop level anything escalated would resolve with network team
* Ensure uninterrupted connectivity and smooth flow of information within the organization
* Create and maintain comprehensive documentation for all implemented networks
* Daily maintenance and problem resolution, operating system patches and software upgrades, and routine hardware configuration
* Support and configure wireless connectivity and Setup users on VPN and Dial up Connection

KEY ACHIEVEMENTS

* Earned solid reputation for resolving complex issues and providing exceptional customer service.
* Introduced innovative technology & Automation tools in projects to give it a competitive edge

AREA OF EXPERTISE

* Troubleshooting & Issue Resolution
* End–User Training & Support
* Root Cause Analysis
* System Implementation
* Rapid Ticket Response Time
* Detailed Documentation
* Good in problem solving & decision making
* First call resolution

CERTIFICATIONS:

* Microsoft Azure Fundamentals
* Basic Data Analytics

EDUCATION

* Completed BCA – With 75% of Marks from Auxilium College Vellore (Autonomous).
* Completed HSLC – with 75% of marks from Bharathi Dhasanar Matric Hr. Sec. School, Arakkonam.
* Completed SSLC – with 72% of marks from Sacred Heart Matric Hr. Sec. School, Arakkonam.

TRAINING & CERTIFICATION

* Trained in ITIS service strategies
* Trained in Exchange & Active Directory

PERSONAL DETAILS

* Husband Name : Saravanan G
* Date of Birth : 17.06.1991
* Address : No 12, East Pudhuvai Nagar, 2nd Cross street, Chromepet.

Chennai - 600044

* Nationality : Indian
* Languages Known : English, Tamil (read & write)

DECLARATION

I hereby declare that the above furnished information’s are true to the best of my knowledge. I will discharge my duties with utmost true and dedicated efforts.

Place: *(PINKY.M)*

Date: