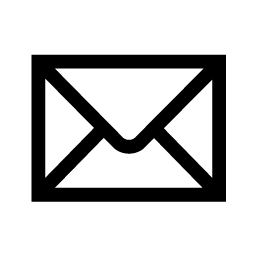
**ACQUINO.K.C**

#44/4, 1ST Main,5th Cross,Chowdappa layout,Yemlure



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Mobile: +91 9742839452 / 9945397578

# OBJECTIVE

Seeking a platform in the industry where I am utilizing my skills and professionalism, enabling me to contribute to the growth and success of the organization& enhance my learning.

# STRENGTHS & SKILLS

* Excellent interpersonal skills, goal oriented, proactive, relish challenges, energetic, innovative, self-motivated, responsible, and quick learner.
* Result driven professional with the proven ability to work well without supervision. Work well individually and in team formulate recruiting techniques and fulfill requirements under stringent timelines.
* Good in Technology hiring. Has experience in IT Infrastructure primarily.

# Work Experience

# Organization: Cognizant Technology Solutions India Pvt Ltd

# Duration: Feb 2021 to Till Date

# Designation: Senior Technical Support Engineer (International Voice)

Work Profile: -

* Take ownership of customer issues reported and see problems through to resolution
* Diagnose and troubleshoot technical issues, including account setup and network configuration
* Managed the process of incoming requests to ensure a 75% first call issue resolution while providing exceptional Technical service.
* Offered international client support, and technical resolution
* Solved Basic installation and operational problems, processed and resolved hardware, software, network issues and coordinated with partners.
* Track computer system issues through to resolution, within agreed time limits
* Talk clients through a series of actions, either via phone, email, until they’ve solved
* Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
* Provide prompt and accurate feedback to customers
* Ask customers targeted questions to quickly understand the root of the problem
* 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
* Document technical knowledge in the form of notes and manuals

# Organization: District Rural Development Agency

# Duration: Apr 2012 to Aug 2016

# Designation: District IT Anchor Person(Technical Support Engineer & System Admin)

Work Profile: -

* Give online phone/email technical support to Customers having technical issues with the Laptops and desktops they use
* Resolving hardware as well as networking problems of users.
* Handling installation & configuration of operating systems, applications.
* Desktop problems and network related issues.
* Addressing queries regarding the Information System/Software & extending support to the clients including maintenance of hardware and software.
* Providing first level support to employees
* Provide prompt and accurate feedback to users.
* Prioritize and manage several open issues at one time.
* Raising Critical level incidents that are reported and it is also communicated to the concern Application Team.
* Providing voice support to customers related to application issues.

# Organization: TCS AP Online (Joint Venture of TCS and AP Govt)

# Duration: Oct 2010 to Mar 2012

# Designation: Assistant Technical Support Engineer

Work Profile: -

* Installing & configuring computer hardware, operating systems and applications.
* Monitoring and maintaining computer systems and networks.
* Setting up of new user’s accounts and profiles and dealing with password issues.
* Prioritizing and managing many open cases at one time.
* Symantec Antivirus management, All Network connectivity Support.
* Projector, Hand held device, Wi-Fi device, Tablet PC Support.
* Managing Asset inventory.
* Co-ordination with Vendor for all Desktop, Laptop and hardware related issues
* First line analysis of incidents/issues
* Contacting clients when appropriate to solve any problems when required.
* Proactively inform clients about incidents through proactive monitoring of networks.

# Other Activities

* Other Hobbies: Diary writing, Listening to Music.

# Educational Qualifications

* Master of Business Administration-Human Resource Management (HR) [2010-2012] & Aggregate-67.00%
* Bachelor of Engineering (B.E) -Computer Science & Engineering (CSE) [2005-2009] & Aggregate-63.54%
* HSC [2003-2005] & Aggregate-85.20%
* SSLC [2003] & Aggregate-84.20%

# Technical Proficiency

* Good Knowledge in Computer Hardware, Imaging and CPU Assembling
* Installations of Operating system Windows XP,7, 8,10.
* Proficient in basic use of MS office.
* Proficient in conducting trainings.
* Proficient in English Typing

### Declaration

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

**YOURS SINCERELY,**

ACQUINO.K.C

|  |  |  |  |
| --- | --- | --- | --- |
| Name | K C Acquino | Role Applied for | Technical support |
| Total Exp () | 8years | Avg Tenure | 8years |
| Skillset |  | Current Designation | Sr.Technical support |
| Education | Marks (70% Min) | Year of Passing **(No Gaps)** | University / Board |
| 10 | 505(84%) | 2003 | secondary education, A.P |
| 12 | 852(85%) | 2005 | State board of Education A.P |
| Graduation (BE or MCA) Fulltime only | 63.54% | 2009 | Jntu anantapur |
| Organization (Latest first) | Start Date | End Date | Tenure in months & explanation for gap if any. |
| Cognizant Technology solutions | 22-02-2021 | Till date | 28 months |
| DRDA | 01-04-2012 | 07-08-2016 | 52 months |
| APonline TCS | 01-10-2010 | 31-03-2012 | 17 months |
|  |  |  |  |