**V.JEEVITHA,**

21, Kannayiram Street,

Shiva Sankar Nagar, Nagalkeni, E-Mail: jeevitha2992 @gmail.com

Chrompet, Chennai - 600042 Contact no: 91- 8754532784

**CAREER OBJECTIVE**

Looking for an opportunity to pursue my career with an organization that will utilize my technical skills to benefit mutual growth and success.

**WORK EXPERIENCE**

* **Domain**: IT Support
* Working as a Remote Desktop Engineer in PC solution since January 2023
* Worked as a Service Desk Analyst in Red Black Tree from March 2022 to January 2023.
* Worked as a Service Desk Analyst in DHL IT services from June 2019 to September 2021.
* Worked as a Senior Associate in eNoah iSolution Pvt ltd from Nov 2015 to May 2018
* Worked as an Associate in First Title BPO Services Pvt Ltd from June 2014 to March 2015

**ROLES AND RESPONSIBILITIES**

* Log an IT ticket in the Global Service Now environment, Solve the tickets with the maximum level of FCR, report to the second level if needed, and monitor the IT tickets.
* Taking remote access to user pc an try to resolve the issue without affecting the FCR.
* Performing admin-related activities like system Login account modification, Password reset, and admin account creation using Active Directory and the official portal.
* Perform installation and uninstallation of software on the user’s PC and Virtual Machines.
* Solving IT tickets for Microsoft outlook, skype, and blackberry related tickets with Achieving a maximum level of FCR and AFL.
* Handling all 1st level troubleshooting through calls and IT chats.

US Mortgage

* Preliminary/Commitment Reports - We undertake a search in the electronic title plant for property index (PI) and general index (GI) and examine the results in order to prepare the Preliminary/Commitment Reports
* Current Owner/Two Owner/Full Owner Searches - A title search confined to the present title holder of a specified property or last deed for consideration. Report includes Deed Information, Open Mortgages, Involuntary Liens, Real Estate Tax Information including Assessed Valuation, Special Assessments, Judgments, etc.
* Legal & Vesting Report - A legal and vesting report will include property address and location information, the full legal description as per the deed, vesting information and the tax status.
* Deed & Mortgage Report - This report will contain details about the latest vesting deed and also all the open mortgages on the property.
* Liens & Judgment Search - This report will list all the active liens on the said subject property and the unreleased judgments on an individual.
* Handling the Team and Client eMails

**CHAT SUPPORTING SERVICES**

* Helping customers solve the system related issues through skype and Bomgar chatbot.
* Live chat support helps companies interact with their customers

**ACHIVEMENTS & PRESENTATION**

* Training taken for next level batch juniors
* Getting Top award for Team Performance
* Presenting a Paper on the topic of Impact of Fast Food Items at eNoah i Solution Pvt Ltd Chennai.

**EDUCATION QUALIFICATION**

* **B.E**(CSE) during 2010-2014 with an aggregate of 75%.
* HSC with an aggregate of 70%.
* SSLC with an aggregate of 73%

**TECHNICAL SKILLS / AREA OF EXPERTISE**

**Technologies:** HTML, C, Active Directory

**Operating Systems:** Windows XP, Win7, Win8, Macos

**PROJECT**

* Enforcing secure and privacy-preserving information brokering in distributed information sharing.

Information Brokering Systems (IBS) have been proposed to connect large-scale loosely-federated data sources via a brokering overlay. Formally define two privacy attacks, namely attribute-correlation attack and inference attack, and propose two countermeasure schemes automaton segmentation and query segment encryption. Automaton segmentation scheme to divide (metadata) rules into segments and assign each segment to a coordinator. A query segment encryption scheme is further proposed to prevent coordinators from seeing sensitive predicates.

**AREA OF INTEREST**

* Network Security
* Database Management System.

**WORKSHOPS**

* Participated in the workshop and competition organized by Kassive Infotech titled as Network Security conducted in Raya’s t Kumbakonam.
* Participated in the workshop and competition organized by **Techunt** 2013 titled as **WEBPRENEUR** conducted in M.A.M School of Engineering.
* Participated in the workshop on **Management Development Programme** on MYSQL conducted by **MSME DEVELOPMENT INSTITUTE, CHENNAI** in M.A.M School of Engineering.
* Participated in the Industrial visit on 1st September 2012 on the IT/Computer in Chips Software Solutions, Kerala.

**PERSONAL PROFILE**

**Father Name :** A.J.Venkadesan

**Date of Birth :** 05th March 1991

**Sex :** Female

**Nationality :** Indian

**Marital Status :** Married

**Phone number**  **:** 8754532784

**Languages :** Tamil, English & Telugu(to Speak).

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge and belief. I am also confident in my ability to work in a team.

**Place:** Chennai. yours sincerely,

**Date: 22/05/2023 V.Jeevitha)**