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| EXPERIENCEGjinfotech Pvt Ltd, —Irinjalakuda *–Tech Support Engineer*June 2013 -Dec 2021  * IT support & Help Desk Experience * Support via phone, Remote desktop, Mail * Install and configure computer Systems, Diagnosing Hardware/Software Faults and Technical Problems. * Trained customers with Our Softwares in more than 1000 Schools and 100 Colleges and 100+ Retail shops. * Provided training both direct and via phone for more than 1000+ people * Ability to prioritize tasks based on urgency and importance. * Provide prompt and accurate feedback to customers. * Oversaw daily operations to ensure high levels of productivity * Actively listened to customers' requests, confirming full understanding before addressing concerns.  Esaf MicroFinance, Thrissur — *IT Intern*June 2010 - Feb 2010  * Support via phone, Remote desktop, Mail * Support branch staffs about technical and software issues * Manage, Maintain, Update & Monitor the application * Onsite and offline training for users | SKILLS HTML, CSS, Javascript, Jquery,React, Sass, Photoshop, SQLserver, MsAccess, MSoffice AWARDS -Outstanding Performer in IT support and customer relation LANGUAGES Malayalam ,English  **ACADEMIC QUALIFICATION**  **MCA** *March 2016*  *Annamali University*  **BCA** *March 2010*  *Mahatma Gandhi University* |