



Nikhil kumar G

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#5-3-241 

Saheb nagar.

Vanastalipuram, Hyderabad.

Telangana- 500070.

Over all 2years of total experience in IT industry as an Trainee analyst.
Experienced in the application support, release management, change management and implementation of User Requirements.
Technical Support Specialist in all stages of troubleshooting
Strong background in project management and customer relations.

Experience

Trainee analyst

Repucom, Bengaluru

IT Service Desk- Nov 2014 – Mar 2016

Coordinates, diagnoses, and troubleshoots incoming employee calls. Provides support services to employees with technical problems and information technology issues involving desktop, laptop or network services, Microsoft office 365 issues from local personnel or from employees using network remote access. Provides timely resolution of problems or escalation on behalf of customers to appropriate technical personnel. Provides case status updates to management and end-users. Supports and maintains effective relationships with users. Develops, documents, and implements standard operating procedures and customer service guidelines relating to IT support.

- Technical Support will be the 1st point of contact to all the technical needs of the users
- Initiating new projects to cut down redundant issues for event management and improving system monitoring
- Responsive to client needs with increasing business and key participation in release management and change management
- Managing and modifying user's data in active directory and exchange server
- Troubleshooting VPN related issues
- Provides applications support services like Office 365, Adobe, Excel, Word, Intune, Microsoft Applications like Project, Authenticator any kind of installation of software's to employees with technical problems and information technology issues
- Provides timely resolution of issues, problems, or escalation on behalf of customers.
- Resolving issues through Remote session.

Education

01-05-2014

B.E. / Gopalan College of Engineering and Management, Bangalore

01- 05 -2011

Diploma / MVJ Polytechnic, Bangalore

Declaration

The information furnished above is correct and true to the best of my knowledge.

Place: Bangalore

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