Hari Chandana

+91 7993968118 📞

chandanah884@gmail.com ✉

#5-3-241 🏠
Saheb nagar.
Vanastalipuram,Hyderabad.
Telangana- 500070.

Over all 2.3 years of total experience in IT industry as an Executive Ar. & customer support
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

- Coordinates, diagnoses, and troubleshoots customer chat and emails

- Analyze basic case level inputs and identify predicator's/ cause of business related problems and improve delivery/ customer experience by case level corrections

- Collaborate with intra-space multiple resources as per need and carry out basic cause analysis (when needed) with the space subject to ability of data

- Identifying the root cause/ trends/ patterns of quality data and using quality tools and techniques

- Communicates across all the level on operations and program progress

- Outstanding communication (written and oral) and organizational skills

- Experience in handling and analyzing voice transactions.

- Good attention to detail and the ability to prioritize in a fast-paced environment, analytical and critical thinking skill and incident management.

- Tracks and measure and report Quality metrics at periodically to ascertain the process performance health and identify improvement areas.

- Actively handling customer issues, complaints submit detailed call logs documenting customer interactions in service now that are accurate, thorough, and timely.

- Have been maintaining good customer relationship which helped for the growth of the project

- Research, resolve, and respond to inquiries received via web chat, telephone calls, email, ticketing system, all in a timely manner, in accordance with organizational standards.
- Working with Infra Admin teams in the event of application failures
- Experienced in the application support, release management, change management and implementation of User Requirements Adherence to shift schedules and timeliness are key requirements
- Provides applications support services like Office 365, Adobe, Excel, Word, Intune, Microsoft Applications like Project, Authenticator any kind of installation of software's.
- Provides timely resolution of issues, problems, or escalation on behalf of customers.

Executive Accounts receivable
Omega Healthcare Management & Services,Bengaluru
IT Service Desk- Feb 2022 – July 8,2022

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

01-06-2019
Btech / **TKR Engineering College, Hyderabad**

01- 06 -2015
MPC / **Narayana Junior College, Hyderabad**

Declaration

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

Place: Bangalore   Hari Chandana