Himanshu Chourasia

Senior Administrator

I believe in continously improving myself in every field with a constant desire to learn new evolving techniques, accepting challenges increasing my knowledge and capability which provides an oppurtunity to manage team work and contribute well performance for the organization

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Pune, India 📍

iamhimzy.github.io/portfolio

linkedin.com/in/himanshu-chourasia-7043771b5 in

github.com/iamhimzy ⚫

WORK EXPERIENCE

Sr. Administrator
WIPRO Limited

11/2022 - Present   *Pune, Maharashtra*

About

- Assisted users in identifying issues and explained solutions to restore service and functionality.
- Managed high levels of call flow and respond to query of technical support needs.
- Used ticketing systems to manage and process support actions and requests.
- Documented support interactions for future reference.
- Installed and configured operating systems and applications.
- Diagnosed and troubleshot hardware, software and network issues.
- **Performed as a Backup Auditor for FA Project (Wirpo)**
- Have work as Backup Quality Analyst and have made sure to follow and drive Quality standards and Guideline as per Client requirement and make sure to be complained in Ticket and Call aspects. Auditing Internal work of engineers and providing one on one and live feedback, accordingly. Having client connect to ensure to deliverable on time as per requirement. Hands-on knowledge of MS-Excel, Dashboard Creation and Performance Reporting. Excellent Communication and Presentation skills; Should be able to present facts, analysis, and conclusions or solutions.

SENIOR TECHNICAL SUPPORT
CONCENTRIX

2021 - 2022   *Pune, Maharashtra*

About

- I was working as a Dell technical advisor at concentrix. My responsibilities are mostly to provide support to the premium users and various advisors also handle various escalations globally as a technical advisor.

Industrial Trainee Technical Support
PAYTM

01/2017 - 01/2018   *Jabalpur, Madhya Pradesh*

About

- Having one year of experience as a Industrial Trainee Technical Support at Paytm One97 limited.

SKILLS

O365   Active Directory   VMware

Service Now   DUO   AS400

Remote Desktop Application

Web Development   ITIL

MS OFFICE

EDUCATION

Master of Engineering (M.Tech) Specialization in Digital Communication (06/2022)
R.G.P.V, Bhopal

CERTIFICATES

Front End Web Development Ultimate Course 2021
-By Udemy

LANGUAGES

English & Hindi
Full Professional Proficiency

INTERESTS

Photography   Calisthenics

Basketball