**SHRUTHI TEENA.V**

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Contact No. +91-7760651634

**Career Objective**

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction, self-development and help me achieve personal as well as organization goals.

**Personal Qualities**

* Strong motivational skills and self motivated
* Remarkable analytical, logical skills
* Good communication skills in written and verbal both.
* Ability to give the best result in pressure situations & Flexible
* Positive attitude and Leadership skills & Good Team player
* Interested to learn new things

**Certifications**

1. Java and j2ee certified course from Jspiders Bangalore.
2. Ms access,msword,mspowerpoint.

**Technologies Known**

* Computer Hardware and Networking, Web development, IT Risk Management, Incident management
* Programming Languages - HTML, CSS, JS, .net,sql, Java, C, C++

**Work Experience**

* Worked as Analyst for 24/7 for a period of 6 months
* Worked as “Client Technical Support Associate” for US internationals at Dell Technologies
* Working with HCL technologies for one year 7 months

**Projects**

* Java Project on online intrusion alert aggregation with generative data stream modelling .
* Which raises an alert if there's is any intrusion of data in the system.
* Language used java,msaccess,mysql.

**Roles & Responsibilities**

* Providing appropriate resolution for the issues faced by customers.
* Providing Hardware and Network support.
* Troubleshooting Dell Desktops, Laptops, Printers, Displays, Docking stations, Routers.
* Providing support for software issues such as Installation of windows OS 7/8/8.1/10, configuring MS office 2007/10/13/16/365, windows 10 migration support and pushing the updates
* Troubleshooting Virus issues and removal, Data backup support, Driver installation, Anti-virus and 3rd party software installations.
* Familiarized usage in both windows OS 7/8.1/10.
* Software Center troubleshooting and deployment of software from the server.
* Creation of alerts on the service portals if theres any global issues and updating the teams
* Dispatching the tickets to the right team
* Alert operator and posting the IVR in case if theres any major incidents

**Qualification**

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| --- | --- | --- | --- | --- |
| **Course** | **University** | **Institution** | **Passed out** | **Aggregate** |
| B.E in IT/ISE | VTU | DR TTIT, KGF | 2014 | 63% |
| Pre- University College | Karnataka Pre-University Board | FIRST GRADE COLLEGE,KGF | 2010 | 72% |
| Secondary School Leaving  Certificate | Karnataka Secondary Education Examination Board | ST,JOSEPHS CONVENT GIRLS HIGH SCHOOL,KGF | 2008 | 68% |

**Personal Details**

Name : SHRUTHI TEENA V

Date of Birth :21st Oct 1992.

Gender : Female

Father’s name : Vincent jaya Kumar.A

Current Location : Bangalore,murugeshpalya

Permanent Address :#110/8 married qtrs champion reef kgf.

Nationality : Indian

Languages : English, Kannada and Tamil

**Declaration:**

I hereby, declare that the above mentioned information is true to the best of my knowledge.

(SHRUTHI TEENA**.V**)