Technical Support Engineer

**Tony Varghese**

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Manyata Ambhirinyi Layout,

K R Puram, Bangalore 560049

**PROFILE**

* Technical support engineer -Backend processing with 3.9 Years of experience.
* Knowledge on Azure Fundamentals AZ 900
* Deploying Windows, Linux servers using azure portal
* Remote login to Virtual machine to troubleshoot, monitor and deploy applications
* Handling Email and chat with client
* Quick Leaner with creative problem-solving skills
* A team player with good analytical, planning and interpersonal skills.
* Positive Attitude and energy.
* Being a team player, flexible and open to feedback
* Ability to multi-task, prioritize, and manage time effective

**SKILLS**

* Computer Knowledge, Learning Azure administration from Naresh Technologies
* Preparing for Azure Administration AZ 104 certification.
* Knowledge on Virtual machine creation both on windows and Linux in Azure portal
* Working knowledge and handling azure cloud administration

**WORK EXPERIENCE**

**Technical Support Engineer**

Oct 2019 – Sep 2021

Enagic India Pvt Ltd, Bangalore

Award: Won the “**Best Performer**” award for FY 2019, based on yearly employee performance review.

**Responsibilities:**

* Extended Tier – 1 and Tier – 2 technical support.
* Responsible for providing pre-sales and post-sales technical support to Enagic India Pvt Ltd (existing end-users, channel dealers, distributors, partners and clients) via phone and web-based CRM Ticket system.
* Recommended solutions to Engineering team to improve ease of installation, setup and inter-operability to heighten the user experience and enhance overall quality, noting my team’s and my daily troubleshooting activity.

**Customer Service Executive**

Jan 2017 – Sep 2018  
AEGIS Ltd, Bangalore

**Responsibilities:**

* Working for client Vodaphone Mpesa.
* Email and chat communication and resolving complaints queries and Tickets.
* Handling Mpesa account and transaction related queries.
* Follow up with customer for transaction related queries.
* Build customer trust through their interaction.
* Escalate appropriately to bring about resolution and process improvements

**EDUCATION**

**BTech (Graduate in Electronic and Communication Engineering)**

Jai Bharath College of Management and Engineering Technology, Perumbavoor, Kerala

**12th** St Ignatius H.S.S, Ernakulam, Kerala **-**Mar 2012, Kerala state board   
**10th**  Hail Mary, Ernakulam, Kerala-Mar 2010, Kerala state board

**LANGUAGES**

* English
* Malayalam
* Tamil

**INTERESTS**

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| * Listening music * Cricket * Football |  |
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**PERSONAL DETAIL**

Birthday: October 20, 1993 Nationality: Indian  
Gender: Male Current Location: Bangalore

**Declaration**

I, Tony Varghese, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

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Tony Varghese Bangalore, Karnataka