***AISHWARYA K***

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**OBJECTIVE:**

To be associated with an organization that gives scope to update knowledge and accordance with the latest trends and be part of team that dynamically works towards the growth of the organization.

**ACADAMIC QUALIFICATION:**

* B.SC(Computer science) - Bon Secours College For Women’s(2005-2008)
* Certification in computer networking - Bharathidasan university(2006)
* Higher secondary - National matriculation Higher sec school
* Sslc - Vestly Matriculation Higher sec school
* Software testing online course - Software testing (Manual + Automation) (2015)

**SUMMARY OF SKILLS:**

* Comfortable in working independently as well as a team member
* Excellent multitasking, problem solving and resource management skills
* Passionate to acquire new skills and adapt them to deliver results
* Excellent time-management and communication skills
* Confident and patient worker with an ability to develop and maintain professional rapport with colleagues and clients through effective communication

**TECHNICAL SKILLS:**

* Switches, Routers and Firewall configuration
* Windows servers, Windows 2003/2008 Active Directory
* VPN, LANDesk and Citrix
* MS Windows, MS Office suite
* Browsers’ based apps

**PROFESSIONAL EXPERIENCE:**

**ORGANISATION - HCL INSYS PTE LTD (SINGAPORE)**

**CLIENT - MINISTRY OF HEALTH (SINGAPORE)**

**POSITION - DESKTOP SUPPORT ENGINEER (Mar 2018 – till date)**

* Address user tickets regarding hardware, software and networking.
* Walk customers through installing applications and computer peripherals
* Ask targeted questions to diagnose problems
* Guide users with simple, step-by-step instructions
* Conduct remote troubleshooting
* Test alternative pathways until you resolve an issue
* Customize desktop applications to meet user needs
* Record technical issues and solutions in logs
* Direct unresolved issues to the next level of support personnel
* Follow up with clients to ensure their systems are functional
* Report customer feedback and potential product requests
* Help create technical documentation and manuals

**ORGANISATION - APAR TECHNOLIGIES PTE LTD(SINGAPORE)**

**CLIENT - STANDARD CHARTERED BANK(SINGAPORE)**

**POSITION - DESKTOP SUPPORT ENGINEER (2017 June – 15 December)**

* Providing clients with software and hardware configuration according to the business requirements
* Liaising with vendors and making purchase for hardware equipment
* Supervising installation and test systems to ensure functionality
* Identifying conflicts and providing effective solutions to minimize repetition of similar conflicts
* Creating and providing employee login ID and password to each workstation
* Updated existing systems and applications with improved functions to enhance overall productivity
* Prepared and maintained necessary paperwork related to projects undertaken by the organization
* Provided cost-effective solutions for data security and backup
* Negotiated with the suppliers and supervised the hardware purchased for clients

**ORGANISATION - AISHWARYAM TRADING PTE LTD**

**POSITION - NETWORK ADMIN (2014 April – 2017 June)**

* Assist with administration
* Installing network and computer systems. Maintaining, repairing and upgrading network and computer systems. Diagnosing and fixing problems or potential problems with the network and its hardware, software and systems.

**ORGANISATION - NOTION – MINDWARE TO SOFTWARE**

**POSITION - JUNIOR TEST ENGINEER (2010 August -2011 August)**

* Ability in Executing the Test Scripts and Defect Reporting and tracking.
* Experience with various types of testing levels such as Functional , Integration and Regression testing.
* Involve, taking a software through everyday usage to ensure no bugs or glitches exit present problems for users.

**ORGANISATION - EMINENT TECHNOLOGY SOLUTIONS**

**POSITION - SUPPORT ENGINEER (2008 June – 2009 September)**

* Providing technical support to field engineers, technicians, and system administrators
* Troubleshooting systems, software, hardware, and networking problems
* Resolving customer issues in a timely manner and performing documentation

**PERSONAL DETAILS:**

Date of birth : 23.01.1988

Gender : Female

Marital status : married

Language : English and Tamil

FIN number : G0901756P

**DECLARATION**:

I hereby declare that the information’s furnished above are true to the best of my knowledge and belief.

Yours

K.Aishwarya