

# Prerit Tripathi

Awasthi, Naubasta

Kanpur, UP (208021)

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## **Profile Summary:**

- Currently Working as an Engineer in TCS.
- Overall 2 years of experience in IT Industry.
- Completed training with 90% overall.
- Basic knowledge of Networking.
- Basic knowledge of C, C++, Python, DBMS, SDLC.

## **Project: Global Helpdesk**

Engineer

Client : TCS

Jan 2021 - Jan 2023

## **Responsibilities**

- Working of ticket or incident raised by user for having issue in softwares provided by company.
- Need to resolve the ticket or incident in SLA guidelines.
- Provide Level 2 Support to user.
- Monitoring servers and links.
- Perform BCP activity for each and every location for checking servers are working properly
- Monitor traffic on primary and secondary servers.
- Shutting and unshutting of servers and interfaces.
- Guiding BT and TCL team regarding routers and switches during activity.
- We need to check firewall and proxy issues.
- Provides installation and configuration of cisco anyconnect client vpn.
- We need to resolve all types of Wi-Fi and VPN issues.
- Interact with Global Customers / Users.
- Provides direct technical support to users on installations, usage, or maintenance of company products to ensure that the system is functioning according to specifications.
- Responds to customer related inquiries.
- Involvement in company work groups who plan direction of Customer Support work processes and procedures.

- Analyzing customer issues and provides prompt resolutions.
- Follow escalation procedures during outages and ensure root-cause analysis.
- Always meet the SLA guidelines.
- Actively identify incidents and manage the incident resolution process to provide service recovery.
- Involved myself in Incident, Problem and Change management.
- Provide 24/7 Technical Support.

### **Educational Qualification:**

<b><u>Qualification</u></b>	<b><u>Institute</u></b>	<b><u>Board/University</u></b>	<b><u>Marks Scored</u></b>	<b><u>Year</u></b>
<b>B.C.A</b>	Dr. Virendra Swarup Institute of Computer Studies	Chhatrapati Shahu Ji Maharaj University	71%	2017-2020
<b>12<sup>TH</sup></b>	S.J Education Centre School	ISC Board	69%	2016
<b>10<sup>TH</sup></b>	S.J Education Centre School	CISCE Board	70%	2014

### **Interests:**

- Listening to music.
- Love to interact with new people.
- Playing Table Tennis, Basketball.

### **Strengths:**

- Creativity.
- Responsible.
- Communication Skills.

- Dedication towards my work.
- Curious to learn new technologies.

**Personal Information:**

**Name** : Prerit Tripathi  
**Date of birth** : 13<sup>th</sup> June 1999  
**Father's name** : Sandeep Tripathi  
**Permanent Address** : A-1421 Awas vikas Hanspuram, Naubasta, Kanpur, 208021 (UP)

**Declaration:**

"I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of above mentioned particulars".

**Thanks & Regards**