SNEHA SHETTY

📍 Udupi, Karnataka
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CAREER OVERVIEW

Help customers over the AnyDesk, phone and emails, diagnose and resolve issues quickly. Be the first point of contact of all customer support needs, ensuring their satisfaction.

EDUCATION

Bachelor of Commerce

St. Mary's College Shirva

PROFESSIONAL SKILLS

- Problem Solving
- Organizational skills
- Strategic planning and scheduling skills
- Customer Service
- Active listening
- Ability to work in multiple projects
- SQL
- Power Point
- Payroll
- Familiarity with databases
- Crystal Report

ACHIEVEMENTS

Certified Zumba Insructor

State level Football player 2016-17 and 2017-18

University Level Softball player

Other Sports and Games

EXPERIENCE

Banking Software Support Executive and Coordinator Support
2.6 years experience

Joining Date: 20-09-2021
Leaving Date: 30-03-2024

CodeLogsTechnologies LLP Udupi

A Core Banking system is Software that bank use to manage their most critical processes such as customer accounts, transactions and risk managements. We provide support on applications operations, report extractions, new package deployment, resolving issues and monitoring all business operations applications. We perform various duties such as installing, updating, testing and repairing with the help of Software Developer. I facilitate the creation of automated tickets that aid in the management and tracking of customer requests, enabling businesses to efficiently resolve issues. By implementing an automated ticketing system, companies can ensure that all customer requests are recorded and addressed in a timely and efficient manner. As a part of our Software Support , we aim to strive to proactively identify and resolve known technical issues.

DECLARATION

I here by declare that above information is correct to best of my knowledge and belief.