RESUME

Name: Datla Sandeep

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# Summary:

Enthusiastic Service Desk professional seeking to benefit an IT Department with complex knowledge and strong time management skills. Skilled at building rapport with diverse individuals while handling complex technical issues.

# Work Experience: 1

**Kfin Technology limited | Hyderabad, India.**

**Associate – 1 year.**

* To provide technical support to end users via Chat and Email to Domestic Customers.
* Respond to e-mails in a timely manner set by the business Research, investigate and collate information

Work with internal teams to resolve investor queries Display ownership on follow-up cases and use the

escalation matrix Flexible and adaptable to play any role within the program – e-mails, CMS and physicals

Meet service levels with commitment and enthusiasm

* Document all issues and generate reports detailing common problems and error trends.
* Escalate service questions to appropriate client representatives.
* Answer questions about product features and resolve user problems.

# Education Qualification:

* ECE from Vaagdevi Engineering college with 60.97% aggregation in 2014- 2018.
* Intermediate from APSWRES junior college with 69% aggregation in 2014.
* SSC from ZPP Secondary School with 8.5 cgpa in 2012.

# Technical Skills:

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## Programming Languages:

* MS Excel, MS Word, MS SQL, AutoCAD, HTML5 (Beginner) and Python (Beginner).

**Active Directory:**

* + Troubleshooting H/W & N/W issues.
  + Installing, Configuring, and Administering Microsoft Windows Operating Systems and Server 2008.
  + Taking care of MS Office (Outlook, Excel, Word), PST Backup.

# Personal Details:

Father’s Name : Datla Yellaiah.

Date of Birth : 5 November, 1996

Sex : Male

Marital Status : Single

Languages known : English, Hindi and Telugu.

# Declaration:

I, Datla Sandeep do here by confirm that the information provided above is true to the best of my knowledge.

Place: Jangaon.

Date: