

# Miss Madhu R Ughade

 Hinjawadi, Pune

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## Objective

Highly dynamic IT Help Desk associate experienced in providing top notch support with Communication and troubleshooting and Driven by a passion for technology and problem-solving, seeking a Service Desk role in a forward-thinking tech company.

## Contact

- Nationality: Indian
- Gender: Female
- Place: Pune
- Date of birth: Sep 10, 1997

## Education

**Dr.Babasaheb Ambedkar Marathwada University**  
BSc BIOTECHNOLOGY

2020

**Dr.Babasaheb Ambedkar Marathwada University**  
MSc Biotechnology

2022

## Experience

**Tech Mahindra**

2023 - 2024

IT service desk specialist

- Performed remote troubleshooting using diagnostic techniques and tools.
- Provided accurate information on IT issues such as password, PC, Printer, mails and IT PUS lockers.
- Worked on the resolution for configured terminal and registers.
- Tools used- Genesis, peripherals, touchpoint, Microsoft, Remote desktop.
- Followed by Incident management and ticket management.

**Wipro**

2022 - 2023

Process executive

IT support for the UK process.

Focusing on resolving the issue and ticket management.  
Incident management.

Managed a successful training for communication and working to determine features and functionality to best serve for UK process

- Diagnosed and troubleshoot to resolve Service issues for BT Open-Reach.
- Client support calls to resolve Service issues.
- Created on time tickets, trackers and software roll outs.
- Provided exceptional computer, Broad Band and technology support to UK clients.



## Skills

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- IT support VDI Active directory Genesys Outlook. Password management Incident and ticket management