

BIBI AMEENA

bibiameenamona@gmail.com, 7204344327

Bibi Ameena is working for a technical support for three years where she held the position diligently and she has a B.E. in Telecommunication from GSSS Institution of engineering and technology for women, Vishweshwaraya Technical University. Her strong technical skills and problem solving abilities combined with her training and experience makes her an excellent candidate. She has demonstrated history of improving customer satisfaction ratings and increasing first call resolution rates.

She is currently working with Wipro Infotech since Jan'17 as the IT Support Professional. Remarkably, she is handling the project of the Business Operations Centre – India since Apr'18 in the Account Receivable Team. Here, Bibi Ameena is managing the daily department functions and processes are done timely and accurately, to include daily deposits and posting corrections. Is mainly accountable for monitoring the uploaded the invoice details in RMS. Liable for discussing with Delivery Manager, Project Manager and Collection Executive for the pending payments and has ensured deposits were completed for month end close. Furthermore, she analyzes the customer's review and differentiated into relevant category as well as sent demand letters and reminder letters for amount pending from past 5 years.

Technical Skills

- **Languages:** C, Java
- **Technologies:** MAT LAB
- **OS Platforms:** Windows-7, Windows-10.
- **Applications:** MS-office 2013, MS-office 2016

Lastly has handled the project: Infrastructure Availability Services for the tenure of Jan'17 to Mar'18 as a Technical Helpdesk. For this project she used to log the desktop, laptop, server, thin client, workstation and AIO calls through web request and manage calls and suggest engineer regarding the issues of troubleshooting system.

She has proven expertise in technically troubleshooting the hardware issues found in desktop and helped engineer to find faulty spares, provided correct spares as per requirement. Significantly, she has closed the calls within given interval of time and created SO (service order) using codes in SAP. Bibi Ameena has played key role in administration, implementation, trouble shooting, quality management, upgradation, operations & support functions.

Her outstanding leadership abilities and strong communication skills make it easy to lead a team and accomplish both short and long-term goals. It also provides her with the ability to recognize, acknowledge and solve conflicts when they arise in a fast, efficient and professional manner.

She is detailed oriented and have the ability to stay focused on the job at hand. Her personal attributes also include being self-motivated with the ability to work in a fast paced environment. If given the opportunity, she is sure she can become a valued member of any IT team. She can be reached anytime at bibiameenamona@gmail.com, 7204344327