Vasanth P

Desktop Support Engineer

Address: Salem, Tamilnadu, 636202

Phone: 7200686847

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Friendly Helpdesk Technician with 3 years' experience, quickly and effectively resolving customer's technical issues. Dedicated to exceeding client expectations by verifying satisfactory resolutions for every submitted ticket. Skilled at maintaining positive communications even during stressful situations. Ready to leverage deep technical knowledge and amiable personal interaction to provide superlative technical responses.

Skills:

- Hardware Knowledge about Desktop and Laptop.
- Support customers remotely.
- Knowledge on Windows Operating systems (Windows XP, 7, 8 and 10).
- Local Area Networking
- Technical Documentation and Comprehension (As per company policy).
- Technical issue root cause analysis.
- Full pledged Desktop Support.
- Asset Maintenance.
- Hands on experience in File share and Print server.
- Knowledge on Ticketing tool "TCS-EON" and "BMC Helix".

Work History

Associate Engineer - Technical Support(October 2018 to July 2019)
Inspirisys Solutions Pvt Ltd, Bangalore
Engineer-End User Support (July 2019– Current)
Microland Pvt.Ltd, Bangalore

I've been deputed to client **TATA COFFEE LIMITED** and supporting the following process:

- Installation, Modification and repairing of software and Hardware to resolve technical issues.
- Explained Technical information in clear terms to non-technical individuals to promote better understanding.
- Followed up with clients to verify optimal customer satisfaction following support Engagement and problem resolution.
- Removal of Malware, ransomware and other threats from Laptop and Desktop Systems.
- Responded to support request from the end users and patiently walked individuals through basic troubleshooting tasks.
- Collaboration with vendors to locate replacement components and resolve advanced problem.
- Trained and Supported end-users with software, Hardware and network standards and use processes.

- Managing customer's expectations of support and technology functionality to provide positive user experience.
- Following up the procedural allocation of Desktops and Laptops for the users as per the JML process of the Company.
- Expertise in ticketing tool such as TCS-EON Service manager and BMX-Helix.
- Proactively monitoring the user data backup and troubleshooting the same when there is an interruption in the backup Client.
- Monitoring the Device compliance within the Domain using the console provided by the backend team and taking the corrective measures if necessary.

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Education

- Year of passing: May 2018
  Bachelor of Engineering in Computer Science
  Government College of Engineering – Salem.

- Year of passing: May 2015
  Diploma in Computer Science and Engineering.
  Muthayammal Polytechnic College - Namakkal,

Hobbies

- Travelling, Music & Batminton

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge and belief

VASANTH P