

RESUME



DEEPA

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CAREER OBJECTIVE

I Intend to build a career with leading corporate of hi-tech environment with committed and dedicated people that will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging and creative environment.

PROFESSIONAL EXPERIENCE

Technical Skills:

- Operational Execution, Problem Solving and Leadership.
- MS Office – Outlook, Word, Excel, PowerPoint, EndNote
- CRMs/Ticketing tools worked on – ServiceNow, Salesforce and JIRA
- Operating Systems - Windows XP/Vista/7/8/10, macOS Sierra/High Sierra/Mojave/Catalina/Big Sur.

Work Experience:

1. Clarivate – May 2018 – Nov 2021

- **Product Support Analyst (for EndNote Software)**

Roles & Responsibilities:

- Resolving the technical issues and addressing the queries through emails, chats, phone and remote sessions (WebEx/Teams/Zoom).
- Handling Level 2/Escalated cases (generated through Salesforce) and performing advanced troubleshooting to fix the issues.
- Identify the bugs within the software and work with the Development team to resolve the bugs.
- Share the Enhancement requests and Content development requests with the Development team and ensure they are implemented in future releases.
- Mentoring the new hires and providing the product support until they become independent to handle the queries/issues.
- Monitor and provide floor support to the team and share best practices that improves the quality of the customer experience.

Work Achievements:

- Was awarded as “Star of the Month” for 6 times.
- Got selected to relocate to Penang Global Business Centre to help the new team for smooth run of the business.

2. TATA Consultancy Services (Contractual Employee) – October 2017- March 2018

● System Engineer – Ernst & Young Project

Roles & Responsibilities:

- Resolving the technical issues and addressing their queries through emails, chats, phone and remote sessions (WebEx/Teams/Zoom).
- Provided L1 –Support to Helpdesk with good analytical and technical skills, Good in isolating technical issue.
- Strong in Verbal, Listening and Written skills, Comfortable in interacting with all levels of the Organization.
- Creating incidents and route to the respective support Track Teams for necessary actions, responsible to ensure Severity 1, 2, 3 & 4 responses and resolution SLA's are met.
- Use Active Directory for creation new user accounts and on boarding, off boarding password resets.
- Escalating issues for resolution, to avoid reoccurrence or close problem.
- Taking ownership of problems and tracking them to a successful conclusion, escalating unresolved problems to other support staff.
- Hands on Experience on AD (Active directory) and respective audit applications.
- Ticketing Tool S-NOW (Service Now), Salesforce, UVT.
- Configuration of Network printers and its basic level of troubleshooting.
- Troubleshooting Microsoft Office Outlook, Lync (Skype for Business) (2013,2016)
- Installing and troubleshooting the problems with VPN(EYRC),certificates issues, Solving users RSA token issues and also unlock the user's RSA account after the post validation.
- We take the remote control of the user's computer for trouble shooting issues and to install or update software's/Patches.

3. Knoah Solutions – 11 November 2016 to 21st Aug 2017.

● Voice Support Officer – Rosetta Stone Software

Roles & Responsibilities:

- Worked as a Product Support Officer for Rosetta Stone process.
- Rosetta Stone is a Language Learning Software.
- Resolving the technical issues and resolving any kind of technical.

4. Ektha India Pvt Ltd – 4th July 2013 to 9th Sep 2015.

Google – Analyst

Roles & Responsibilities:

Client	Google
Role	3D Analyst
Period	2 years 2 months
Role & Responsibilities	Following are the roles which I have performed as Analyst. Designing buildings using satellite images. Performed inner modelling for Street View Maps. Prioritizing required things and re-designing Buildings.
Description	Google Earth: Cyberton Tool is a web interface for creating 3D buildings which is then uploaded to the Google 3D warehouse and visible in Google Earth. Google already shows 3D buildings in Google Earth though it wasn't very easy for users to add their own buildings to these maps. Google released Cyberton to crowdsourcing the production.

TECHNICAL SKILLS

Languages	:	SAP
ERP	:	SAP Basis (Hana)
Operating system	:	Windows Family

ACADEMICS & CERTIFICATION

- **B.Tech (ECE)** from JNTU, year 2012 with **70.4%**.
- **Intermediate (MPC)** from B.I.E, year 2008 with **75%**.
- **S.S.C** from B.S.E, year 2006 with **72%**.

Personal Details:

Name	:	Deepa Deshmukh
Father's Name	:	Amareshwar Rao Deshmukh
Gender	:	Female
DOB	:	17-08-1990
Marital Status	:	Single
Nationality	:	Indian
Languages known	:	English, Hindi, Kannada & Telugu
Address	:	Hyderabad, Telangana

Declaration:

I hereby declare that the mentioned information is true and correct to the best of my knowledge and bear the responsibility for the correctness of the above-mentioned particulars. I will make it my earnest endeavor to discharge competently and carefully the duties you may be pleased to entrust with me.