SANJAY S

Technical Support

sanjaysaran02@gmail.com

9750441728

Udumalpet, Tiruppur

Skills

- ✓ **HTML5**
- ✓ **CSS3**
- ✓ **JavaScript**
- ✓ **Angular**

Hobbies

- ✓ **Bike riding**
- ✓ **Listening music**

Languages

- ✓ **Tamil**
- ✓ **English**

Education

- ✓ BSc (Computer Science) N.G.M College, Pollachi
- ✓ HSC R.G.M Hr Sec School,

Profile

I'm flexible, reliable and possess excellent time keeping skills. I am a self-motivated, reliable, responsible and hard-working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative

Employment History

Technical Support/Support Analyst in Tata Consultancy Service, Chennai - Jan, 2020 - Oct, 2022

Telstra is one of the largest & leading network service providers in Australia which provides both prepaid and post-paid service to consumer and business customer.

Roles and Responsibilities:

- ✓ Building the orders through Siebel to provision the post-paid services like voice, internet
- ✓ Creating new order, modify and disconnect the existing services in Siebel based on customer requirement
- ✓ Allocating the orders to the team members and managing SLA activities in order to achieve the target based on client requirement
- ✓ Handling escalation emails and inquiries of the case manager
- ✓ Handling the medical priority assistance (MPA) customer and having calls with Team leader/ Manager to discuss about the In-flight, aged orders and proposing action plan to reduce the In-flight

Awards & Rewards:

- ✓ Excellent team award
- ✓ Received 'Star Performer Award' two times for outstanding performance in the team
- ✓ Received 'Applause Award' four times during monthly Rewards and Recognition program

Internship:

- ✓ Credo systemz, Chennai - Sep, 2022 to Jan, 2023(Trained in web development basic)