



Priyansh

Senior Technical support Engineer

A dynamic professional with experience in IT Support & Application troubleshooting for B2B & B2C clients. Hustling towards the journey of a successful software engineer. I want to gain experience as a full-stack developer in a tech organization where I can add value and prove to be an asset. Now I am looking toward working in the core IT sector to enhance and groom myself professionally as well as technically.

Contact

Phone

+91 8802390385

Email

priyanshprofessional@gmail.com

Address

B 205 3rd Floor Jhilmil Colony
Near SK Jewellers, Delhi- 110095

Education

June 2015 - July 2019

B.Tech (Computer science)

Dr. APJ Abdul Kalam Technical University

March 2014- May 2015

Intermediate(12th Standard)

Expertise

- Data Mapping
- Python
- HTML5
- CSS3
- Mysql
- Helpdesk support
- Javascript

Language

English

Hindi

Experience

Sep 2022- Present

QueueBuster POS | Noida, Uttar Pradesh

Senior Technical Support Engineer

- Supported development team in generation of technical requirements and product documentation to achieve process commonality.
- Worked with development team to define and implement customer change requests to enhance product functionality.
- Analyzed issues to identify troubleshooting methods needed for quick remediation.
- Collecting the data of the issues and bugs and providing end-to-end support through email and calls to consumers.

Apr 2020- Aug 2022

IBM India & Kyndryl solutions Pvt Ltd | Gurugram, Haryana

IT Technical Support Representative

- Analyzed issues to identify troubleshooting methods needed for quick remediation.
- Served as primary point of contact for support relating to owned solutions and products.
- Delivered Tier-3 support and SME input to internal and external customers.
- Provided guidance on installing and integrating new hardware components and software to remote clients.

Feb 2019- Mar 2020

Paytm Payments Bank | Noida, Uttar Pradesh

Fraud Analyst

- Analyzed large amounts of data to find patterns of fraud and anomalies.
- Observe customer transactions to identify fraudulent activity such as account takeover, friendly fraud, theft, and similar other risks.
- Collaborated with team members to discuss fraud trends and brainstorm methods to combat this type of crime.