SANDEEP TIWARI

IT Admin

Contact

Address
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D.O.B.
22/02/1993

Skills

Windows OS

Very Good

Linux OS

Very Good

Desktop Support

Very Good

Software Support

Very Good

Application support

Proficient Information Technology Specialist able to implement software and maintain stations, train users and support process improvements to systems and software. Well-versed in business practices and IT standards. Skilled with broad base of experience in technical support and business flow. Looking for a technical support specialist career in IT sector.

Work History

2020-03 - Current

Senior IT Admin Officer
CreditAccess Grameen Ltd., Ranchi, Jharkhand

- Configure hardware and software, implement back up processes and assess systems for upgrades or replacement.
- Installation of new systems and assessing and implementing upgrades as needed
- Technical support for both hardware and software.
- Managing Network Security.

2018-04 – 2020-02

Senior Technical Support Executive
Annapurna Finance Pvt. Ltd., Patna, Bihar

- Testing of new product prior to release to assist development team in bug identification.
- Provided solutions to operations issues for users of software and system, working closely via phone, email, live chat and web teleconference with end users.
- Managed approximately 100 incoming calls, emails from branches and other departments.

2017-06 - 2018-02

Customer Relations Manager
Trade Friends, Ranchi, Jharkhand

- Promoted available products and services to customers during service, account management and order calls.

- Collaborated with sales team members to stay current on inventory levels, complete accurate orders and resolve item issues.

Education

2019-07 - Current

MBA: Information Technology

Symbiosis Centre For Distance Learning - Pune

2011-09 - 2015-06

B Tech: Computer Science And Engineering

SSN College Of Engineering And Technology - Andra Pradesh

2010-04 - 2011-03

Intermediate: PCM

De Nobili - Dhanbad

2008-03 - 2009-03

Matriculation

De Nobili - Dhanbad

Accomplishments

- Endorsements in software development and mobile applications.
- Held first-point-of-contact for all internal and external communications with all-level officers.
- Managed load of 100 branch.
- Implemented major projects like Cashless Recovery and QR KYC process first time for the organization in Bihar.

Declaration

I, hereby declare that all the above mentioned information are true to the best of my knowledge.