



ANJALY SHIJESH

MOB.NO: +91 7034855772

EMAIL ID: anjalysanjay07@gmail.com

CAREER OBJECTIVE

To be an integral part of an organization and profession group striving for quality and excellence. Desire to apply knowledge, education, experience and exposure gained so far to update myself with the latest technological trends and contributive to its implementation.

JOB RECORD

Technical Support Engineer

14/12/2015 – 31/03/2017

KPMG [payroll : InKnowTech Pvt Ltd]

Infopark, Cochin

- Log, Assign and Monitor Incident Tickets and Service request accurately in the ticketing system.
- Check the infrastructure daily to make sure that Network is up and sites are accessible to end user.
- Monitor the Antivirus updates and Patch updates.
- Manage internal IT Helpdesk and Coordinates a team of 18 members.
- Respond to IT requests from all emails, chats, portal and telephone within the agreed SLA.
- Act as first responder and as an escalation point for any technical issues with End User Incidents.
- Perform basic troubleshooting and initial diagnostics of assigned IT tickets.
- Follow Standard Operating Procedure (SOPs) for incident management.
- Highlight and report all major IT issues and risks to Major Incident Management team in a timely manner
- Completes Employee Exit clearance procedure.
- IT Asset allocation and de-allocation to employees from asset management tool.
- Create user guidelines & manuals and trained Client employees
- Coordinates various levels IT Services personnel across multiple locations and cultural background.
- Identified complex incident tickets and forwarded to appropriate analyst team.
- Support both internal and external client employees by resolving device issues, software updates and general product inquiries

Customer Support Executive

21/07/2014 – 5/03/2015

Sun Bussines Solutions

Chennai, India

- Handled inbound calls of customers in timely and responsive manner.
- Attending the customers to support daily requests, including service activation and account maintenance.
- Provide accurate, valid and complete information by using the right methods/ tools
- Handle complaints, perform troubleshooting, provide appropriate solutions and alternatives within the time limit and follow up to ensure resolution.
- Logging all enquiries and complaints in the company ticketing tool.
- Follow communication procedure, guidelines and policies.
- Inform customer of deals and promotions

SKILL SUMMARY

- Solid knowledge and experience with incident management and operations services tools and systems
- Proficiency in MS Office and generating reports
- Basic knowledge about Database management.
- Basic ITIL knowledge
- Strong organizational, technical troubleshooting and communication skill.
- Hardworking with work ethics and a passion for customer service.
- Extremely organized, strong attention to detail, and process oriented
- Good customer service orientation and interpersonal skills.

PROFESSIONAL RECORD

- **CCNA (course completed)**
- **MCSE (course completed)**
- **CompTia A+ (course completed)**
- **CompTia N+ (course completed)**
- **My SQL (course completed)**
- **MS SQL (course completed)**

ACADEMIC RECORD

- B.Tech (ECE) with 6.38 SGPA from University of Calicut, Kerala, India.
- 12th std CBSE Board with 64% from Saraswathy Vidhya Nikethan, India.
- 10th std CBSE Board with 74% from Saraswathy Vidhya Nikethan, India.

PERSONAL DETAILS

Date of Birth	: 10 th October 1992
Nationality	: Indian
Passport number	: R0960441
Marital status	: Married
Spouse Name	: Shijesh M.B
Father's Name	: Sanjayan A. J
Languages known	: English, Hindi ,Tamil & Malayalam.

DECLARATION

I honestly declare that all the information furnished above is true to the best of my knowledge.

ANJALY SHIJESH