***Resume***

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Krishna Naik Kethavath

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Mobile Number: 91-9640304463

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**Objective**: Looking forward to an organization that offers a challenging, learning environment to work in and provide scope for individual development, using my acquired knowledge skills and experience.

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**Technical Qualifications**:

Packages :MS-Office

operating Systems :Windows 7, vista and XP &

Working knowledge of MAC

Internet :MS-Outlook, Browsing.

Typing Speed :35 WPM

Hardware &Networking :System assembling, applications

installation, network connectivity

and troubleshooting the issue.

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**Experience**:

Worked in Mahindra Satyam PVT.LTD. as Senior Technical support Executive from December 19th,2011 to October 29,2012.

Worked as Senior Technical Support Executive at Wipro Bpo., Hyderabad from October 30th, 2008 to August 17th,2010.

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About Wipro: Wipro Bpo is focused on providing a wide spectrum of BPO services - Voice Support, Email, Web Chat and transactions for global corporations. At Wipro, we provide Technical Support to HP customers from North America.

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HP Consumer Desktop Voice Support(Oct 2008 to Aug 2010):HP's Personal Systems Group claims to be "one of the leading vendors of personal

computers("PCs") in the world. Personal Systems Group consists of Consumer PCs and accessories including the HP Pavilion and Compaq Presario. At Wipro, we provide assistance for desktop hardware,

Operating System and driver related issues.

**Roles & Responsibilities:**

Providing "Technical Support" for HP products(Pavilion and Compaq Presario desktops)

Providing both software and hardware troubleshooting steps to the end users.

setting up Desktop repair services.

Assisting in installation of operating systems, drivers and soft wares.

Shipping customer replaceable parts if found faulty .

Escalating hardware issues to Quality Case Manager.

Resolving Desktop Technical issues to the worldwide HP customers.

Providing knowledgeable assistance for wide number of queries and customer situations.

Maintaining ftp and web site content --product updates.(patches/fixes)

Redirecting mails to appropriate departments like language redirect or different support group.

Being a Team Player, Sharing the information among the agents.

Briefing the team member about the new updates on the floor.

Supporting and taking the responsibility of the team in the absence of Team Leader and SME.

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**Achievements:**

Listed in the HP's Hall of Fame website for the Most Improved CSATs for July in HP Desktop Voice Support.

**Personal Traits**:

Analytical knowledge on providing technical support.

Good Intercultural relationships and ability to do work in a group

Hard worker, reliable, responsible &self disciplined.

Willingness to learn and good team facilitator

Morale and motivation.

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**Education Summary**:

Completed Graduation (B.com Computers) from Osmania University.

Completed 10+2 from The Hyderabad Public School(Begumpet).

**Personal Profile**:

Father's Name :Mangtha Naik Kethavath

Mother's Name :Dhana Lakshmi

Address :(Vill)Meghya Thanda

(post)Regulagaddda

(dist)Nalgonda-508207.

Marital Status : Unmarried.

Date of Birth :05.02.1989.

Languages Known :English, Hindi, Telugu and Lambadi.

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

Place:

Date:

(Krishna Naik Kethavath)