TAYBA SAYYED

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PROFESSIONAL SUMMARY

Results-driven Technical Support Specialist with 2.7 years of experience in providing software and technical support to global clients across APAC, UK, and US regions. Skilled in troubleshooting, application support, and issue resolution with hands-on expertise in SQL, Excel, SaaS applications, Power BI, Freshdesk, Office 365, and various data tools. Adept at analyzing system issues, delivering data-driven insights, and ensuring high levels of customer satisfaction. Known for strong communication skills, cross-functional collaboration, and the ability to manage complex technical queries in fast-paced environments

EDUCATION

Nowrosjee Wadia College, Pune University
July 2022
Bachelor of Computer Science
CGPA - 9.13

Mount Carmel Junior College
March 2019
12th Science HSC
77.85%

RELEVANT EXPERIENCE

Mphasis
March 2023 - November 2024
Technical Support Engineer

- Delivered global technical support (APAC, UK, US) for SQL, Microsoft Office 365, Active Directory, Azure, SharePoint, OneDrive, and Outlook.
- Managed SaaS and web application incidents via Freshdesk, ensuring SLA compliance and prompt issue resolution.
- Performed troubleshooting, user account administration, and data analysis to optimize system performance.
- Maintained high customer satisfaction through clear communication and effective problem-solving.

QodeNext
July 2022 - March 2023
Software Support Engineer

- Provided technical and application support for SQL-based and web applications, including installation, configuration, and deployment.
- Worked with SQL, MySQL, APIs, IIS, Salesforce, and Anydesk for troubleshooting, integration, and performance optimization.
- Handled data validation, query tuning, and user access management, ensuring system reliability and SLA compliance.
- Collaborated with development teams for bug fixes, RCA, and version updates while maintaining detailed documentation.

SKILLS

Technical Skills:
SQL / MySQL | Active Directory | Microsoft Office 365 (Admin & Support) | Azure | API (Integration & Troubleshooting)

Soft Skills:
Communication & Collaboration | Problem Solving | Analytical Thinking | Time Management | Documentation & Reporting

Certification: SQL For Data Science, JOY of Computing using Python, Artifical Intelleigence, Problem Solving through Programming in C
Language: English: Professional Proficiency, Hindi: Native Proficiency, Marathi: Intermediate Proficiency