

# Subhajit Baidya

+91-9163614624 | [subhajitbaidya43@gmail.com](mailto:subhajitbaidya43@gmail.com) | [linkedin.com/in/subhajit-baidya](https://www.linkedin.com/in/subhajit-baidya) | [github.com/subhajitbaidya](https://github.com/subhajitbaidya)

Bengaluru, Karnataka - India

## OBJECTIVE

Technical Support Engineer with 3+ years of experience in troubleshooting, problem-solving, and resolving technical issues for commercial and consumer customers. Skilled in delivering exceptional customer support, particularly in technical consulting and providing solutions for Microsoft products. Proven track record of leveraging AI-powered support tools to enhance service efficiency. Looking to contribute my technical proficiency, collaboration, and customer success skills in a dynamic IT environment.

## EXPERIENCE

- HP Inc. (Payroll: Mphasis Ltd.)** Bengaluru, India  
December 2021 – Present  
Technical Support Engineer
  - Delivered **customer support experience** through chat, specializing in **troubleshooting** technical issues for business customers, including **Standard and Premium customers**.
  - Expertly handled **problem-solving**, diagnosing, reproducing and resolving issues to implement timely fixes, ensuring **customer success**.
  - Provided **cloud support** and **remote support** for a range of HP products and services, aligning with evolving **information technology (IT)** business needs and process changes.
  - Collaborated with **cross-functional teams** and followed **Standard Operating Procedures (SOP)** for **escalating unresolved product issues**.
  - Contributed to **knowledge-sharing** by creating and sharing articles for latest and updated **technical troubleshooting techniques**.
  - Demonstrated strong **technical proficiency, investigation & resolution** skills, and a focus on achieving high **customer satisfaction** ratings (CCTAT and CSATs).
  - Provided **technical consulting** and guided customers in utilizing **products and services** effectively.
  - Engaged in **product and process improvement**, contributing to **AI-powered support** initiatives for enhanced service efficiency and productivity.
  - Consistently met **SLA targets** by maintaining timely and effective **communication**.
  - Played an active role and ensured availability in **business continuity** by addressing and resolving **technical concerns** during critical periods, including **weekends and business-critical hours** and achieved daily targets.
  - Demonstrated **integrity, accountability, teamwork**, and a **growth mindset** while encouraging an inclusive work culture.

## EDUCATION

- Techno Engineering College** Kolkata, India  
July 2017 - August 2021  
Bachelor of Technology in Computer Science Engineering
- Aditya Academy, Sr Secondary (CBSE)** Kolkata, India  
April 2015 - March 2017  
Higher Secondary Education - Science Stream

## TECHNICAL SKILLS

- Technical Support:** Technical Troubleshooting, Customer Support, Microsoft Office Suite, Cloud Support, Problem Diagnosis, Remote Access Support
- Tools & Technologies:** Microsoft Office Suite, Customer Relationship Management (CRM) Tools, Knowledge Base Systems, AI Support Tools
- Programming Languages:** Python, SQL, HTML, CSS, JavaScript
- Database Systems:** MySQL, PostgreSQL, MongoDB
- Soft Skills:** Customer Communication, Cross-functional Collaboration, Documentation, Time Management, Teamwork

## CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Mphasis Ltd Certified: Cloud Fundamentals** *Presently ongoing*  
Company Certification  
*Mphasis*

## PROJECTS

- URL-Shortener Service Prototype** Personal Project  
February 2025 - March 2025
  - Developed a solution for customers facing challenges with lengthy URLs.
  - Designed and implemented a URL shortening service to simplify customer access to remote tools and live video applications in our environment.
  - Created an efficient redirection system that improved customer experience by eliminating the need to type lengthy, complex URLs.
  - Developed a functional prototype and presented it to management for review and potential implementation (GitHub: [github.com/subhajitbaidya/url\\_shortner](https://github.com/subhajitbaidya/url_shortner)).