



# DHARSHIYA

## ARULJOTHY

### CONTACT

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### PROFILE

An ambitious and confident professional, possessing superior communication skills, with the ability to convey complex ideas clearly and concisely and be productive in a deadline driven local and multi-national work environments. Enjoys having the freedom to take charge of all aspects of an operation and thrive in a fast-paced, agile and dynamic work environment.

### PROFESSIONAL SKILLS

- IT Service Desk
- Call Centre
- Public Relations and Customer Service
- Business Administration and Operations
- Team Management
- Vendor Management
- Coaching
- Service Delivery

### INTERESTS



Novels



Travelling



Painting

### WORK EXPERIENCE

#### IT Service Desk Personnel

June 2018 to date.

Business & Industry Development Services (Pvt) Ltd.

Tech savvy with working knowledge of office automation products, databases and remote control serve as the first point of contact for customers seeking technical assistance over the phone or email. Walk the customer through the problem-solving process.

Duties:

- Perform System Testing and Updates
- Resolve IT Support Requests
- Escalate Advanced Cases
- Maintain IT Documentation
- Field Incoming Help Requests

#### T S Engineer: Service Desk

March 2015 - October 2017

Hamad International Airport, Doha

Responsible for responding to queries either in person or over the phone and to respond to email messages for customers seeking help related to IT systems across Organization. And to ask questions to determine nature of problem, run diagnostic programs to resolve problems and then follow-up with customers to ensure issue has been resolved. Also to gain feedback from customers about IT services.

Duties:

- Ensure that all calls are responded efficiently in timely manner.
- Ensure that Process and Procedures are followed as per ITIL standards for HIA - IT Services and Support across all platforms.
- Proactively monitoring of all IT system via monitoring tools with in service desk.
- Generating reports based on requirements.
- Manage Domain environment for two sites through remote support (Skype, Team Viewer, VNC).
- Monitor all 'Critical' and 'High' priority Service Desk issues to ensure prompt resolution.
- Handled ID Management.
  - o Creating and disabling user profiles on Active Directory.
  - o Creating and disabling e-mail address on Exchange Console.
  - o Managing File Server access.



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### WORK EXPERIENCE

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#### **Snr. CSR / Centre Manager**

**June 2013 - February 2015**

Regus Colombo, Sri Lanka

**Duties:**

- Supervision of CSRs
- Selling services
- Customer service/Administration
- Vendor Management
- Supervision of Centre Operations
- IT Support
  - o Installation, maintenance and replacement of hardware computer peripherals of business and personal computers including laptops.
  - o Networking LAN and WAN.
  - o Provisioning of CISCO IP phones and internet for clients.
  - o Looking into client's internet and phones issues.
  - o Local and Network Printer configuration, troubleshooting.

#### **Front Line Executive / Brandshop Executive**

**February 2011 - May 2013**

Bharti Airtel Lanka (Pvt) Limited

**Duties:**

- Provide customers with product and service information
- Customer Interaction -Query and end to end complaint handling
- Activations - Complete documentation and provisioning as per required timelines with zero errors
- Collections – reporting Daily collection figures
- Identify, research, and resolve customer issues
- First time resolution to be given to all walk in customers and follow-up on customer inquires not immediately resolved
- Ensure all system compliance is up to expected standards
- Follow company policies and procedures
- Maintain positive customer relationships by handling their questions and concerns with speed and accuracy
- Request and highlight areas of improvements and training requirements to the supervisor and recommend process improvements

#### **Customer Relations Executive**

**July 2010 - February 2011**

KBSL Information Technologies, Sri Lanka

**Duties:**

- Handling inbound calls with regard to inquiries and complaints of Voice, Server and Network.
- Installing and Troubleshooting Desktop Applications.
- Mail Clients configuration backup & Troubleshooting (MS Outlook, Outlook Express).
- Escalation of customer issues to relevant departments and follow-up on resolution.
- Preparing Out of office service desk function roster every 3 months.
- Monitor, follow-up and provide assistance to Service Team to maintain the Service Levels for Post-Sales Support.
- To Prepare, Pending Break Down Calls report to be sent the management to monitor the above service levels
- Categorize the break down calls as per the below and generate monthly management reports to monitor the service levels in the company.
- Daily Activities are entered to the respective systems.
- Complete the implementation of the new Service Desk Solution.
- Carry out weekly customer satisfaction survey and generate monthly reports.



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### WORK EXPERIENCE

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#### Contact Centre Officer

October 2007 - October 2009

Dialog Telecom PLC, Sri Lanka

##### Duties:

- Handling inbound calls with regard to inquiries and complaints of Dialog CDMA, Dialog Broadband, Dialog TV, Dialog Loyalty scheme(Star Points), E-Channeling, VFS ,Directly Assistance and ISP.
- Escalation of customer issues to relevant departments and follow-up on resolution.
- Meeting individual KPIs on a daily, weekly and monthly basis.
- Providing a professional customer service internally and externally.
- Providing technical assistance to the customers.

### EDUCATION

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#### 2018 - 2019 — Diploma in Information Technology

Amazon College, Colombo 04, Sri Lanka.

#### 2016 ——— ITIL® Foundation Certificate in IT Service Management

ITIL® Foundation Certificate in IT Service Management, Doha, Qatar.

#### 2007 - 2008 — Diploma in Human Resource Management

London Business School, Sri Lanka.

#### 2007 ——— G.C.E Advanced Level

Studied Commerce for G.C.E (Advance level) and obtained- 2 C passes one S and one B grade.

### ACHIEVEMENTS AND AWARDS

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#### 2016 ——— Star Team Member Award

For the appreciation of contribution, dedication and commitment towards excellence in service delivery - Hamad International Airport Information Technology

### SKILLS

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Team Work	_____   _____
Verbal Skills	_____   _____
Fast Learner	_____   _____
Creative	_____   _____

### LANGUAGE

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English	_____   _____
Tamil	_____   _____
Sinhala	_____   _____
Malayalam	_____   _____

All references and academic certificates are available upon request