RAHILA RESHMA

To have a challenging and rewarding career to produce time bound excellent results and also to be associated with a progressive organization that would give me a position to utilize my skills and abilities while being resourceful, innovative and flexible.

EDUCATION

BE in Computer Science
VTU | Mangalore
2012- 2016

P.U.C
Karnataka Board
Pompei PU College, Mangalore

EXPERTISES

Resource Management •

Team Leadership •

Working Under Pressure •

Good Communication Skills •

Quick Learner •

Good Computer Knowledge •

CONTACT INFO

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Passport Number
R8551221

Visa Status
Visit Visa

Linkedin
https://www.linkedin.com/in/rahila-reshma-395a0b19a

Address
Welcome Building
OPP Panorama Hotel, Al-Rafa
Bur-Dubai, Dubai, UAE

WORK EXPERENCES

TIER - 1 TECH-SUPPORT ASSOCIATE FOR MICROSOFT

Convergys, Bangalore | Sep. 2016 - Oct. 2018

I was working as MS Office and MS windows support, solving issues related to MS Word, MS Excel, MS Outlook, MS Powerpoint, Windows 7, 8, 10

- Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications, configuring computer hardware, networks, printers and scanners
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution.
- Diagnosing and solving customers software faults.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
- Build rapport and elicit problem details from help desk customers.
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company
- Setting up accounts for new users
- Repairing and replacing equipment as necessary
- Testing new technology
- Training more junior staff members

IT ADMIN

MIFSE, Mangalore | Nov. 2018 - Sep - 2019

Mangalore Institute of Fire & Safety Engineering(MIFSE) is a leading fire & safety training institute based in Mangalore which has 12 branches across India.

- Install and configure software and hardware
- Manage network servers
- Maintaining Office Management Portal
- Set up accounts and workstations
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages
- Ensure security of data
- Upgrade systems with new releases
- Train staff on technologies

ACHIEVEMENTS

- Participated in various cultural competitions.
- Active Member of the organizing committee of the inter-college fest.
- Participated in workshop on ethical hacking.
- Took participation inter-college fest on paper presentation.

PERSONAL DETAILS

D.O.B : 10-09-1993
Father Name: Basheer
Languages Known: English, Hindi, Kannada, Tulu, Tamil, Urdu & Malayalam