Aishwarya Suresh

System Engineer - TL (IT support, Technical Support, Service desk, EUS)
Experience: 5 Years
Educational Qualifications: B.E
Key Skills: ITIL, MCSA, Presentation Skill, ITSM, Networking, Scrum, AD
Visa Status : Visit Visa (Valid till 28th FEB 2020)
Joining Status : Immediate
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IT Skills

- Co-ordination with Vendors & End user
- Meeting & Productivity Maintainance
- Thin Clients, VOIP Telephony
- Roster & Leave Management
- Printers, Servers, Scanner, LAN/WAN (Firewall)
- VC/AV & IT Equipment support
- International Voice/Non-Voice
- Team & Escalation management
- Desktop, Laptop, monitor support
- OS Deployment(MAC/Windows 7/8/10)
- Software and hardware installations
- VPN, Avaya, Invoice & IT Procurement
- Troubleshooting Skill
- Email, Chat, On-call, Walk-ins 24*7 support

Summary of Career

- Promoted within 12 months due to strong performance and organizational impact.
- Mentored team members & experienced in handling new hires orientation program, Laptop Allocation, ID creation, AD Creation, security admin team and HR team collaboration for Automation process.
- Authored documents on creating technical guidelines for 10 floor building which includes useful links,video wall config, Meeting rooms usage guide and reduced incident counts & employee queries from 87% to 61%.
- Introduced self service link for software installations and reduced service desk call rates up-to 36%.
- Implemented tool for maintaining software licenses, Gatepass(SEZ BOE) preparations, IT equipment maintainance and reduced process escalations up-to 30%.
- Designed a knowledge database for handling point of sales(POS), retail, F&B systems, Hospitality support, business communications, troubleshooting network faults.
- Analyzed the issue and supported many applications like VPN, Sophos, and LogMeIn etc. with 98% CSAT.
- Managed a process re-engineering project to improve & consolidate end to end service process, restructured communication flow among 10 departments & cut down paper work by 75%.
- Prepared and provided mentor in townhall about FCIP, iSCSI, SAN, NAS, and associated storage systems.

Achievements

- Reduced User callback rate up-to 46% and awarded Extra Mileage award
- Recognized for comprehensive technical knowledge & produced 0% of DSAT and 98% CSAT with my support.
- Handled all on time issues & also worked as a personal secretary for MD and got Excellence Award

Major Roles in Various Organizations

- System engineer(IT Support) - Team Leader (Lowe's India), Bangalore   - July 2017 to Nov 2019 (2.5 Years)
- Service Desk Engineer (Dell International), Bangalore   - Jun 2016 to July 2017 (1.1 Year)
- Technical Support Engineer (HP Inc), Bangalore.   - Apr 2015 to Jun 2016 (1.2 Year)

Educational Qualifications

- Bachelor of Engineering (ECE), Dr. NGP Institute of Technology, Anna University, Coimbatore   - 2015

Personal Details

- Date of Birth   :   31st Dec 1994
- Religion   :   Hindu
- Nationality   :   Indian
- Language Known: English, Tamil, Kannada