

# TASNEEM NALAWALA

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## Professional Summary

Support Engineer adept at resolving complex issues. Critical thinker and addresses customer support issues quickly and who consistently exceeds performance standards. Level-headed and calm in stressful situation with well-developed people skills.

## Skills

Programming knowledge in C, C++, SQL

Enterprise Applications: Windows, HPSM 9, uCMDB, IT Connect 2, ITIM, Service Now, SAP, Citrix, Active directory

## Work History

### Technology Support Engineer

Feb 2019 - Mar 2019

Adecco For Special Olympics 2019

Dubai, United Arab Emirates

- Install, support and monitor of IT equipment on Venues desktops, laptops, tablets, mobile devices etc.
- Provide IT and Network support services to local and remote users on competition and non-competition venues during Special Olympics Abu Dhabi 2019 world games.
- Working within the agreed SLA's while following the Games operational procedures and processes, managing many open cases at one time according to ITIL best practices.

### Customer Support Engineer

Nov 2017 - Aug 2018

Plivo Communications Pvt Ltd

- Assisting clients to configure and integrate their platform with the Plivo Understanding customer's requirement and workflow and suggesting integration solutions with Plivo Cloud API.
- Mediator between the Support team and the other teams in the organization.
- Technical Account Engineer for Tier-1 enterprise customers like Zomato, Callrail, Practo, Kixie, Callhippo, Calltrackingmetrics, etc.
- Coordinate between Pre-sales, Engineering, Operations and Telecom teams to make sure all issues raised by enterprise accounts are closed within agreed SLA.
- Handling outage issues in case of a service down time or carrier failure.

### Technical Support Analyst

Oct 2014 - Nov 2017

Hewlett Packard Global Soft Pvt Ltd

- Resolving technical issues (hardware and software) from incoming internal or external businesses and end user's contacts and proactive notification system for Clients.
- Responding to service, product, technical, and customer relations questions on subjects such as features, specifications, and repairs on current and discontinued products based on customer entitlement (warranty through mission critical).
- Engaging support as needed to ensure SLA demands are met. Maintain and keep track of all the process documents on the notes database and update in a timely manner.
- Working with the Queue management team by ensuring all the incidents are assigned to the proper resolver groups.
- Consumer level technical support of Windows, Office Outlook Issues and Internet Connectivity issues, Mail Application Issues.
- Providing remote assistance. Capturing customer info and creating appropriate records of calls.

## Education

### HSC Board

St.Stephen's High School

2009

India

### BE Computer

Gujarat Technological University

2013

India

## Certifications

- Bachelor of computer Engineering (2013) Gujarat Technological University, Dahod(GECD)
- C,C++ Certified
- HSC / 10+2 Science (2009) St Stephens High School (Gujarat Board) SSC / 10th (2007) St Stephens High School (Gujarat Board)

## Achievements

- Received "Outstanding Performance Certificate" for 2015
- Received "Best Customer Experience" and E Rewards.
- Excellent Performer Certificates.

## Personal Information

- Languages Known : English, Gujarati and Hindi
- Nationality : Indian, Currently on UAE Spouse Visa