

NANDINI H

📍 Bengaluru, India 📞 + 91 7349333077 ✉ nandinih199@gmail.com

🌐 <https://www.linkedin.com/public-profile/settings/>

Summary

Results-driven Field Service Specialist with a 90% success rate, experienced in the Asia EMEA AMEC region. Maintained SLA of tickets above 90%. Utilizes strong communication, customer service, and problem-solving skills to deliver exceptional service. Expert in aligning onsite specialist, managing procurement, and maintaining accurate CMDB tasks. Proficient in resolving issues for new joiners and troubleshooting end-user complications in complex distributed systems. Collaborative approach optimizes business processes. Committed to providing top-tier IT specialist for seamless operations and user satisfaction.

Experience

FSS Analyst • HCLTech

Apr 2021 - Present

- Maintained a flawless track record of a 90% success rate in Field Service Specialist (FSS) by effectively utilizing exceptional communication and problem-solving skills
 - Achieved above 90% SLA for tickets in the Asia EMEA AMEC region, demonstrating experience and expertise in ticket management
 - Optimized dispatch models and improved on-site support for Service Requests & Incidents by forming strategic partnerships
 - Successfully procured devices and peripherals from vendor teams, ensuring timely delivery and upholding high quality standards
 - Implemented a robust audit process, resulting in a 90% accuracy rate in stock locations
 - Demonstrated a proactive approach in handling escalated IT hardware issues through efficient email communication
 - Efficiently managed IT tickets by promptly updating statuses and resolving technical issues
 - Maintained accurate documentation and streamlined processes by updating CMDB tasks
 - Successfully enhanced system security by changing and updating domain passwords
 - Ensured a seamless onboarding process for new joiners by addressing access, MS Office, and software-related issues
 - Troubleshoot end-user complications through thorough research and effective follow-up practices
 - Fostered collaboration by developing strong working relationships with internal and external stakeholders
 - Attained 100% proficiency in written and verbal communication skills
 - Provided comprehensive support for complex distributed systems and technologies
 - Successfully explained technical concepts, enhancing users' understanding of IT processes
-

Education

Bachelor of Engineering - BE • Bapuji Institute of Engineering and Technology, Davanagere

Jul 2016 - May 2020

Electronics and Communication Engineering

Projects

Foot Step Based Power Generation

Jan 2020 - Aug 2020

Bapuji Institute of Engineering and Technology, Davanagere

- Developed a system using AT89C52 microcontroller as the central processing unit for overall system control.

- Implemented piezoelectric sensors in series format to efficiently convert mechanical energy from footsteps into electrical energy.
 - Utilized LED indicators to display system activity and charging status.
 - Integrated a voltage sensor to monitor and measure the voltage level of a rechargeable battery.
 - Employed a 16x2 LCD display to visually convey information such as voltage levels and system status.
 - Used an ADC0808 analog-to-digital converter to convert the analog output from the voltage sensor into a digital format for processing by the microcontroller.
 - Designed a rechargeable battery to store the generated electrical energy for later use.
-

Achievements and Awards

Soc Analyst Skills

- Successfully implemented and optimized security measures by applying DID, CIA, AAA, and MFA protocols.
 - Implemented precise SOC processes resulting in enhanced security measures.
 - Strengthened systems by implementing Firewall, IPS, Web Gateway, E-mail Gateway, AV, Host Firewall, and Data Loss Prevention measures.
-

Skills

C programming, Service now Tool, Recon- Ng, Kali linux, Red-hat Linux, Windows, Rapid 7 nexpose, Nessus, shodan, SOC analyst skill set- Splunk, E-Mail Tracker Pro, DNS Interrogation Tool, IAM, Basic Linux commands