**ANSHUMAN tewari** 

Client Tech Sr. Support Associate

**Dell | Infrastructure Solutions**

**Summary**

* Total Work Experience is of more than 3 Years out of which a more than a year of work experience is with Dell IT Service Desk.

**SKILLS & Experience**

**Client Tech Support Sr. Support Associate**

* Highly skilled in responding to tickets generated by users in a timely manner
* Demonstrated ability to diagnose and fix problems of operating system
* Responsible for reporting and managing both low and high-severity incidents in service desk
* Leveraged extensive experience in multiple operating environment including mainframe

Connectivity and security, Windows NT/2000 workstation and server Active Directory etc.

* Basic knowledge of Allscripts applications such as EHR and Document Direct.
* Basic knowledge of working and troubleshooting on tools like AS400, HBOC (UNIX based system), and Citrix based applications etc.
* Escalate incidents, problems, and requests that cannot be resolved by the service desk to the appropriate Service Delivery team, and monitor progress.
* Provide activity, progress, and status reports to management and keep management posted of any critical issues on a regular basis
* Escalated issues as needed and maintained communication with customer and Technical teams. Extensively utilized Remedy and ServiceNow ITSM tool to record and track issues.
* Provide tactical and strategic guidance to the service desk team to ensure they are informed of any changes which could potentially impact customer support

**Highlights**

* ITIL V3 Foundation certified.
* Experience of working on BMC Remedy System (OPAS v2) and ServiceNow ITSM tool.
* Moderate knowledge of MS Office and Excel and SQL.

**PRIOR ExperienceS**

* Worked with Vcustomer TechMahindra as (L1) T.S.E for the Netgear Global Support Process .(June 2013 – January 2013)
* Provided technical support to users with desktop issues, Internet, Wireless networking, VOIP etc.
* Providing technical assistance to the customer regarding PSTN and broadband fault.
* Worked as a Technical Support Executive with Cadmic solutions Noida. For U.S based Client(Nov 2012- April 2013)

**Education**

* Graduate from University of Delhi (2009-2012)
* B.sc .in Life Sciences from Sri Venkateswara College

**Personal Information**

* Address: Flat-2058 Romano Mahagun Mascot , Crossing Republic, Dundhera, Ghaziabad -201010
* Contact No. 917503469649,9958813939
* Email: tewari.anshuman@gmail.com
* DOB: 05/04/1991