

INDRAMANI DUBEY

[TECHNICAL SUPPORT ENGINEER]

EDUCATION

- B.A from V.B.S University.
- Intermediate from U.P Board.

WORK EXPERIENCE

R Systems International [Technical Support Engineer] (Duration – March 2018 – March 2021).

- Responsible for supporting on AWS application/portals & software overall health & performance for clients.
- Responsible for handling calls & tickets from clients and ensure to provide resolution on given TAT.
- 3rd party software installation on user's machines.
- User Account Management and Resource Management
- Supported all escalations, enquiries and provide level 2 support end users.
- Work closely with onsite vendors team.
- Client interaction through phone to ensure the final solution to all phases of IT Support within SLA and Quality
- Handled escalated issues by taking ownership.
- Responsible for creating reports for the logs entry.
- Exchange account provisioning for the AD users.

IQOR India Services [Customer Care Executive] (Duration – March.2017 – Feb – 2018)

- HP hardware support on laptop & printers.
- Liaised with vendors and 3rd party in case of any issues related to faulty hardware in Computer and Printer.
- Responsible for selling HP Hardware and Software for overall PC care.
- Responsible for any type of changes like upgrade of software, new software installation, Data backup, Recovery, Windows Installation
- Responsible for PC health checks and patch

KEY SKILL

- AWS cloud computing
- Desktop Support
- Internal Reporting/Documentation
- Technical writing
- Data Analysis
- Operating System
- Network Support

CONTACT

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7838898575

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Im.dubey07@gmail.com

PERSONAL DETAILS

Father's Name: Mr. Akhilesh Dubey

DOB: 25/07/1989

Address: Ajnara Society
Gali no .11 near Tikona Park
Gadhi Chaukhandi Noida,
Sector 121.

Nationality: Indian

LANGUAGAE KNOWN

- English
- Hindi

MARITAL STATUS

- Married

HOBBY

- Travelling
- Explore New Place

management through HP Software.

- Responsible for hardware Check and Replacement for PC, Laptop, Printers (HP)

Convergys India Pvt. Ltd. [Technical Support Executive](Duration – Sept. 2013 – Nov. – 2015)

- Responsible for handling calls, chats & emails from AT&T and Comcast client.
- Responsible for setting up Wired and Wireless Routers for Customer on Telephone.
- Perform incident resolution in accordance with Service Level Agreements.
- Create internal knowledge base articles for troubleshooting purposes.
- Identify and document the known-issues of the products for product's improvement.
- Assist the process engineering team with data scrubs related to service calls locked on Siebel oracle database and reporting known-issues.