AKSHATA DANANE

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SUMMARY

Organised ICT Help Desk Manager with exemplary skills in diagnosing and resolving users technical issues and problems. Confident in patching and updating operating systems and other software. Popular for delivering work on time and to high standards. Accomplished support professional delivering reliable information and communications technology assistance. Maintained robust, high-performing systems through ongoing monitoring and improvement implementation. Resolved issues quickly and accurately through focused troubleshooting. Expert TECHNICAL SUPPORT bringing 3+ years of expertise in CUSTOMER SUPPORT. Effectively manages assignments and team members. Dedicated to self-development to provide expectation-exceeding service.

EXPERIENCE

TECHNICAL SUPPORT EXECUTIVE, 12/2019 - Current

Amazon Development Center, Virtual

- Communicated effectively with technical support teams to resolve escalated issues swiftly and efficiently.
- Utilised a solution-focused approach to resolve and clear customer cases efficiently.
- Utilised root cause analysis to diagnose and troubleshoot commonly reoccurring issues.
- Provided accurate and detailed diagnostic and troubleshooting information over the phone and via webchat.
- Followed up on resolved tickets, conducting surveys to gather feedback and uncover service desk inefficiencies.
- Managed troubleshooting and problem-solving of disaster recovery solutions under extremely tight deadlines.
- Helped customers set up new systems, applications and software.
- Kept up-to-date on the latest product, company, software and system changes to stay knowledgeable for end-users.
- Responded to customer emails, calls and live chat regarding technical malfunctions and issues to fix remotely.
- Created historical records, documenting hardware and software changes and revisions.
- Provided clear and concise step-by-step technical support to guide clients.
- Evaluated team performance by monitoring customer reviews and observing operations, providing extra training when required.
- Improved customer support by proactively responding immediately to virtual platform queries.
- Trained, coached and mentored consultants to increase team productivity.
- Carried out data analysis and assessment and presented results to management.

TECHNICAL SUPPORT EXECUTIVE, 11/2015 - 04/2016
TATA BUSINESS SUPPORT SERVICES, PUNE, India

SKILLS

- Computer science
- Report creation
- Complaint management
- Training and mentoring
- Technical computer knowledge
- Computer technical knowledge
- Team management

EDUCATION

Nowrosjee Wadia, Pune, 2012
Bachelor of Science: **Computer Science**