DIVYA S
RESUME

Worked as an Assistant system Engineer for 1.5 years in Tata Consultancy Services. Involved in System Design and Development , System Integration and Testing , System Documentation , maintaining on-premises and cloud applications, servers, storage, and network equipment. Worked as an Customer Support associate for 10 months . Respond to customer queries , Analyze and report product malfunctions, Experience in help desk software and remote support tools , CRM systems, communication and problem-solving skills

CONTACT

++91-9087105716

divyaselvamcse@gmail.com

https://www.linkedin.com/in/ divya-selvam-060321208

SKILL

- Microsoft Excel
- Sql,Java,Database Management
- CRM,Helpdesk
- Services communications

INTEREST

- Manual Testing
- Technical support
- Problem solving
- Team Laeding

LANGUAGE

- English
- Tamil

EDUCATION

SRI SARADHA MATRICULATION
2014 – 10TH – 96%

HOLY ANGEL'S MATRICULATION
2016- 12 TH – 88%

DHIRAJLAL GANDHI COLLEGE OF TECHNOLOGY
(2016- 2020) – CSE – 82%

GAYATHRI COLLEGE OF EDUCATION
B.ED – (2020-2022) – 86 %

EXPERIENCE

2021(FEBRUARY) -2022 (AUGUST)

ASSISTANT SYSTEM ENGINEER - TCS

providing day-to-day operational support for server, storage or network infrastructures. Assists with storage and server data backup, data migration and disaster recovery operations.

2022 (Sep) - 2023 (Jun)

CUSTOMER SUPPORT ASSOCIATE - SKILL LYNC

providing quality service and developing and maintaining a vast knowledge of the products/services. Identifying customer needs and helping customers use specific features. Analyzing and reporting product malfunctions