

DEVIPRIYA NAGARAJ

IT Service Desk Engineer

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Hosur, Tamil Nadu



SUMMARY

Passionate, young and positive person constantly looking for opportunities and a more challenging environment to achieve my goals and apply my knowledge and expertise wherever required.

EDUCATION

06/2017 - 04/2021

Coimbatore

Bachelor of Engineering

Asian College of Engineering & Technology

GPA 7.6 / 10

06/2015 - 04/2017

Hosur

HSC

St.John Bosco Girls Higher Secondary School

% 80 / 100

06/2014 - 04/2015

Hosur

SSLC

Government High School

% 88.2 / 100

EXPERIENCE

07/2022 - Present

Bangalore

IT Service Desk Engineer

Movate Technologies Private Limited

Payroll of Accel Private Limited

- Providing remote support to customers in various regions (Americas, EMEA, APAC), Addressing technical issues promptly and professionally with the help of Desktop Central Manage Engine tool.
- Installation of Operating Systems like Windows 10 using USB & Windows Deployment Services.
- Using Sapphire Tool to log, track, update and resolve the tickets.
- Troubleshoot and resolve software and hardware problems related to Windows OS, Office Products, VPN / Global Protect.
- Knowledge on Active Directory, Password Reset, Managing User Accounts, Computers and OU, Security groups, Group policies.
- Documenting the troubleshooting solution for future SOP'S.
- Familiarity with basic tools such as Ping, DNS, DHCP, nslookup and traceroute.
- Actively participating in Teams Meetings, Training sessions and knowledge sharing activities to enhance technical skills and stay updated on new technologies.
- Collaborate with cross-functional IT Teams, including Server, Security, Network and Messaging Teams to resolve complex technical issues and contribute to improving overall IT Infrastructure.
- Configured and troubleshooted network issues, such as internet connectivity and VPN access.
- Knowledge on Encryption techniques using McAfee tool.
- Escalating incidents and service requests to the next level of support if necessary.
- Configuration of Network printers and giving printing access to authorized users.
- Continuous update and maintain knowledge base articles to enable efficient self-service solutions for common problems.
- Ability to provide step-by-step technical help, both written and verbal.
- Familiarity with Network concepts such as IP address, routers, switches, Firewall, LAN, WAN.

EXPERIENCE

09/2021 - 06/2022

Hosur

IT Support Engineer

Kauvery Hospital

- Responding to telephone calls and instant messages in a timely and efficient manner, providing effective solutions.
- Providing desktops & Laptop's software and hardware support, configuration, repair, maintenance and installation. Troubleshooting and maintenance for 100+ Desktops & Laptops.
- Diagnose and resolved hardware and software issues related to desktops, laptops, printers, and other peripherals.
- Software & Hardware Installation, Configuration, Repair and Troubleshooting.
- Maintain inventory records of desktop equipment and ensure timely procurement of new hardware and software.
- Installation, configuration and troubleshooting of MS Outlook & O365.
- Rebuild, configure and repair desktop equipment as needed.
- Perform routine updates of desktop hardware and software.
- Work with hiring managers to order hardware/software for new employees and set up new desktop/laptop in a timely manner.
- Provided specific support for users with many levels of computer-expertise, simplifying procedures, breaking processes into easily-understood instructions, and resolving user interface difficulties.

TECH SKILLS

IT Service Management

Ticketing Tool

Remote Support

Operating Systems

Windows

Networking

Office 365

IT Operation

VPN

Service Desk

Technical Support

Troubleshooting

Computer Hardware

IT Help Desk

Problem Solving

Customer Service

Active Directory

DNS Server

IT Hardware Support

Dynamic Host Configuration Protocol(DHCP)

LANGUAGES

Tamil

English

STRENGTHS



Technical Troubleshooting

Identified and resolved technical issues for customers with 90% success rate



Customer Service

Provided timely and effective support to customers resulting in 95% satisfaction rate



Teamwork

Collaborated with cross-functional teams to improve processes and reduce resolution time by 30%

TRAINING / COURSES

Java full stack development & Python Certification

Course studied at Edubridge.