

Personal

- Address**
Flat no 402, Rama Saradhi Residency, Beside
East Kalyanpuri Community Hall, East
Kalyanpuri
500039 Hyderabad
- Phone number**
9676051215
- Email**
kvaishu999@gmail.com
- Date of birth**
18-03-1995
- Place of birth**
Hyderabad
- Gender**
Female
- Nationality**
INDIA
- Marital status**
SINGLE

Personable and knowledgeable IT support technician with over 3 years of experience assisting customers with various hardware and software related issues.

Work experience

Senior Analyst Jun 2017 - Present
HCL Technologies, Hyderabad

Key Qualifications & Responsibilities:

- As a Senior Analyst - Help Desk I was the subject matter expert for all applications, hardware, and processes specific to each client supported.
- I have assisted the customers with all the technical issues that they have with the equipments provided to them by the client and also various applications that they use on day to day basis such as veeva crm , iconnect , salesforce , summit , concur , compliance wire, Amazon workspaces ,Intelligent Hub etc.
- Being a senior analyst I was a first point of escalation for Level I Analysts.
- Coordinated with Level 1 technical support specialists to take over calls outside their level of support.
- Assisted customers with more difficult technical issues which required a greater level of personalized care and in greater length.
- Onboarded and trained all incoming junior tech support specialists.
- Supported customers with basic technical support for current and past software releases.
- Assisted clients with general support for hardware, peripherals, network connections, and external software.
- Escalated help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technician support.

Key Achievements

- Solved 99.2% of Level 2 tech support tickets without needing to escalate to Level 3 tech support engineers.
- Delivered a positive customer customer service on every case according to Hcl Standards,delivering over 95%satisfaction

Education and Qualifications

B.TECH Jun 2012 - May 2017
St.Peter's Engineering College, Hyderabad
Electronics and Communication Engineering

Intermediate Board Of Education Jun 2010 - May 2012
Sri Chaitanya Junior College, Hyderabad
M.P.C

Secondary School Certificate Jun 2009 - Apr 2010
Johnson Grammar School, Hyderabad
Tenth Grade

Skills

- Software Troubleshooting & Problem Solving ● ● ● ● ●
- Phone & Email Technical Support ● ● ● ● ●
- Communication & Interpersonal Skills ● ● ● ● ●
- Creative Thinking Skills ● ● ● ● ●