

- Vendor Management, Technical documentation and Reports generation on regular activities.
- Providing support to clients in planning, Implementation, configuring and troubleshooting of the Network elements and the Network Infrastructure.
- Configuration and Maintenance of VLANs according to the Clients requirement
- Installation of Antivirus software's.
- Trouble shooting of networks, hardware and software onsite and in house. Servicing of computer hardware, printers and peripherals etc.
- Incident logging in ticketing system for Customer / Support Engineer will report the incident either by helpdesk support number or support email id.
- Set up new user's accounts or passwords, monitored/access rights, troubleshoot errors, performed maintenance, coordinated licenses.
- Assigning incidents to respective support (L2/L3) through ticketing system
- Updating and Closure of Incidents in ticketing system
- Preparation & Submission of Daily SLA, Incident summary /Monthly reports.
- Interact professionally with client community and be committed, helpful, responsive and effective in supporting applications and activities.
- User account administration management activities
- Provide single point of contact call ownership from receipt of call through resolution and closure for tracking, coordination, escalation, and resolution for all User Service Request calls or emails.
- Copying files from one location to other location.
- Managing ticketing system and ad-hoc administrative tasks.
- User management, such as adding and deleting users, and managing access controls in windows environment

❖ **NCS Pte. Ltd, Singapore.**
Position: Service Desk Specialist
Period: *July' 2014 to Mar' 2015*

Responsibilities: -

- CALL MANAGEMENT (Logging, categorizing, allocating, follow-up, updating user, resolution, etc...)
- Call Escalation as per defined escalation matrix
- User communication through Notifications by phone calls/emails
- Efficient call Allocation to Level 2 support and quality Management teams as well
- Update customer on any delays
- Tracking of Call closure and updating in respective tools.
- Contribute to KNOWLEDGE BASE and also ensure high usage of it
- Generate & submit the Daily/ Weekly/ Monthly reports as per requirement

❖ **Sybernet Technologies, Hyderabad, India.**
Position: Jr. IT Helpdesk Support Engineer
Period: *Nov' 2006 to June 2007*

Responsibilities: -

- Troubleshooting and managing relatively simple hardware, software problems via telephone or email