# Profile



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To work in an organization where culture of freedom and working for initiatives is ensured, facilitating my contribution through thoughts and action to the company’s vision and thus achieve self development by playing a significant role in building the organization.

Name

# Personal Information

Email:

Mobile Number:

Address:

# Hobbies

Playing Chess and Football Watching Series and Movies Computing

Dreaming the past life how i wanted to be

Going out and eating at restaurants

# Languages

### ENGLISH

Proficient

### TAMIL

Native

### HINDI

Conversational

# Employment History

## Helpdesk Senior Associate - N.T.T. Data, Bangalore



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December 2020 - Present

* *Created plans and communicated deadlines to ensure projects were completed on time.*
* *Prepared a variety of different written communications, reports and documents to ensure smooth operations.*
* *Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.*
* *Monitors Queue and handled incoming chat and route cause to resolve the issue.*
* *Helping the new hires in the team on Process knowledge.*
* *Monitoring on Shift left, Newsletter, QOTD and performance reports.*
* *Handled Asset management, Catalina Projects – MAC and User Setup on the Client computer.*
* *Highlighting the recurring issues on regular basis, and follow up with the team to provide corrective action and track till closure.*
* *Provide Solution Performance by analysis and work across business and application teams to ensure alignment between business solution definition & systems architecture for the organization.*
* *Operating system upgrades with BIOS and Microsoft patches, resource optimization and Installations and monitoring of applications in End – User’s computer.*
* *Support per service request, complete assigned incident management tasks*

## Helpdesk Associate - N.T.T. Data, Bangalore

May 2019 - Novemeber 2020

* *Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.*
* *Worked on complex applications and technical issue in the computer and arrived resolution on it.*
* *Had strong ability in identifying and arriving a resolution to enhance system and End user requirements.*
* *Actively listened to End - user and team, handled concerns quickly and escalated major issues to supervisor.*
* *Flexible in working outside of first shift, including evenings, nights, weekends, holidays, extended hours.*
* *Strong ability to troubleshoot issues and make system changes as needed to resolve issues.*
* *Conducted research, gathered information from multiple sources and presented results.*
* *Led projects and analyzed data to identify opportunities for improvement.*
* *Systematically interprets user problems and identifies solutions and possible side effects.*

# Employment History

## Customer Executive Officer - H.G.S, Bangalore



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October 2018 - April 2019

* *Established and monitored customer service standards by employing recognized and comprehensive benchmarks.*
* *Entered customer interaction details in the application notes to track requests, document problems and record solutions offered.*
* *Handled calls per shift to address customer inquiries and concerns.*
* *Served customers in a friendly, efficient manner with outlined steps of service.*
* *Worked with Airtel postpaid customers to understand needs and provide excellent service.*
* *Increased customer satisfaction by resolving their technical and logical issues.*
* *Handled most of the International customers in-order to use the resources without any interruption.*
* *Managed customer concerns with the objective of maintaining positive customer relationships with an organization*
* *Delivered exceptional training and hands-on motivation to team members to enhance service delivery approaches and boost customer satisfaction.*
* *Evaluated interactions between associates and customers to assess personnel performance and implement strategies for customer satisfaction improvement.*
* *Maintains customer relationship by responding to inquiries; documenting actions.*

# Education



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## B.E. Mechanical Engineering - Sasurie Academy of Engineering, Coimbatore

2014 - 2018

# Projects



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## STAIR CLIMBING ROBOT, Coimbatore

This project relates with the adjustable movement of stair climbing model for various purposes in land and space.

## DIM DIP APPARATUS

This project relates with the automatic dim of headlights while it is at high beam on travelling at nights.

## DIM DIP APPARATUS

This project is about the reduction of NOx in exhaust gas which results acid rain along with the holes in ozone layer.

## ROLE OF BIOFUEL IN FUTURE, Tiruppur

This project is about the biofuel production by the decayed vegetables which would play vital role in future.

# Achievements :

INPLANT TRAINING



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* *BIMETAL BEARING Pvt.Ltd.*
* *AADHI MARUTHI, COIMBATORE.*
* *SRI VENKATESHWARA ENGINEERING WORKS.*

MINI BIKE RIDE 60CC

* *JCT COLLEGE OF ENGINEERING ON 01ST SEPTEMBER 2016.*
* *SNS COLLEGE OF ENGINEERING ON 27TH AUGUST 2016.*

PAPER PRESENTATION and TECHNICAL QUIZ

* *Presented a paper in the National Level Technical Symposium and won FIRST PRIZE at SVS COLLEGE OF ENGINEERING in the topic of ENGLISH – AS A TOOL OF SUCCESS on 26th September 2014.*
* *Presented a paper at TECKCLUZ2K16 in the topic of NOX EMISSION at SASURIE ACADEMY OF ENGINEERING on 12th MARCH 2016.*
* *Presented a paper in the National Level Technical Symposium at ADHITYA INSTITUTE OF TECHNOLOGY in the topic of SIX-STROKE ENGINE on 29th AUGUST 2015.*
* *Participated in TECHNICAL QUIZ in the National Level Technical Symposium at ADHITYA INSTITUTE OF TECHNOLOGY on 29th AUGUST.*
* *Participated in TECHNICAL QUIZ at TECKCLUZ2K16 at SASURIE ACADEMY OF ENGINEERING on 12th MARCH 2016.*

WORKSHOPS

* Participated in NPTEL exam in the topic of MANUFACTURING SYSTEM TECHNOLOGY conducted by IIT, CHENNAI.
* *Attended an INDUSTRIAL SEMINAR on ADVANCED MOTOMAN ROBOTICS DESIGN & SIMULATION – MotoSim EG conducted in the COIMBATORE INSTITUTE OF TECHNOLOGY on 24rth JANUARY 2015.*
* *Attended a WORKSHOP on CREMONIA conducted in SNS COLLEGE OF ENGINEERING on 14th AUGUST 2015.*
* *Participated in MACHINEE ASSEMBLY at TECHNOVATION 2K15 at COIMBATORE INSTITUTE OF TECHNOLOGY on 24rth JANUARY 2015.*

EXTRA CURRICULAR ACTIVITIES:

* *Conducted mini dirt bike race in my college*
* *Represented my college in Foot Ball at university matches since first year.*
* *Represented my department in Inter Departmental sports meet and won first prize in high jump during my schooling.*
* *Represented in Foot Ball Tournament at District level on my EIGHT schooling*
* Represented in Foot Ball Tournament and won the *Jonal level at Ninth schooling.*