**ANASH**

                                                                                                      Email:anash.373680@2freemail.com

**Summary**

 Having 4 years of experience in IT Support, Helpdesk and Remote desktop support.

* Had supported off shore operations for Staples retail Store.
* Hands on experience in ticketing tool **Service Now**.
* Hands on experience on tools like SCCM, Putty, S-tools, Decisions, BigFix, and Command Prompt.
* Expert in AS400 job routing and monitoring.
* Responsible for handling Incident / problem tickets within SLA.
* Take ownership on issues / concerns / escalations roles by business users and ensured these are addressed / handled on priority basis.
* Extensively involved in providing technical assistance for the Staples Store devices like Registers, kiosk, network printers, Desktop computers, Mobile handheld devices.
* Working on network switches and checking for 4G network and network troubleshooting using tools like Putty, command prompt.
* Installing software (win XP/ 7, windows 2003/12 server) in store devices through SSCM, & Decisions workflow.
* Working experience on hardware and software issues related to the products such as Xerox and HP printers and their configuration.
* Having good knowledge in DNS management.
* Having experience in dealing with the customers via Phone and Mail.

**Organizational experience**

**Company: HCL Technologies.**

**Designation: Senior Analyst**

**Duration: May 2016- Till date**

**Responsibilities**

* Role: Level 2 senior analyst.
* Provided second-level technical support to end-users on proprietary software and applications including installation basic usage and appropriate service level.

 performed troubleshooting techniques over the phone (Help Desk support) or take the remote access of the device to identify and resolve issues.

* Extensively involved in providing technical assistance for the Staples Store devices like Registers, kiosk, network printers, Desktop computers, Mobile handheld devices.
* Working on network switches and checking for 4G network and network troubleshooting using tools like Putty, command prompt.
* Installing software (win XP/ 7, windows 2003/12 server) in store devices through SSCM, & Decisions workflow.

**Company: Ecommerce India PVT LTD.**

**Designation: Senior Customer Relations Representative.**

**Duration: April 2014 to May 2016**

**Responsibilities**

 Provided first-level technical support to end-users on the websites and webmail.

* Performed troubleshooting over the phone (Help Desk support) or work on the backend of the website and fix the issue.
* Handled the sales team and managed them to raise the revenue.

**Company: AEGIS PVT LTD.**

**Designation: Customer Relations Representative.**

**Duration: Nov 2012 to July 2013**

**Responsibilities**

 Provided first-level technical support to end-users on the Telecom industry.

 Performed troubleshooting over the phone and fix the telecom based issues.

**Technical skills**

 Working knowledge in SSL installation, DNS, Webhosting Technics, and Webmail.

 Working knowledge on Word press, Site builder, Joomla.

 Working experience on hardware and software issues related to the products such as Xerox and HP printers and their configuration.

 Working knowledge in Registers, kiosk and IOS devices

**Certification and Course completion**

* Completed course on CCNA - Cisco Certified Network Associate.

**Education Qualification**

**UNDER GRADUATION:**

 **Discipline:** BE (Electronics and Communication Engg.) – (2008-2012)

 **Institution:**  Dhaanish Ahmed College of Engineering Chennai.

 **Aggregate:** 6.3 CGPA.

**HSC:**

 **Institution:** PKD Matriculation Higher Secondary School, Pollachi.

 **Percentage:** 71%

 **Year Of Passing:** 2008

**SSLC:**

 **Institution:** MMS Matriculation School, Gopalapuram, Pollachi.

 **Percentage:** 73%

 **Year Of Passing:** 2006

**Personal Details**

Date of Birth :  23.11.1990

Nationality    :  Indian

Sex            :  Male

Marital Status         :  Married

Language Known :  Tamil, Malayalam and English

**DECLARATION**

I hereby declare that the information and facts stated above are true and correct to the best of my knowledge and belief.

Place: Chennai                  yours faithfully,

Date: (**ANASH )**