

**VISHU**

[**VISHU.375460@2freemail.com**](mailto:VISHU.375460@2freemail.com)



***PROFESSIONAL SUMMARY***

Desktop Support Engineer with technical and troubleshooting repair expertise. Team player who is flexible, reliable and adaptable to dynamic environments.

Technical Customer Service Specialist with the capacity to quickly learn.

Exceptionally capable Computer User Support Specialist with 3 years practice troubleshooting complex end-user issues. Enthusiastically seeking to bring a vast repertoire of both hardware and software knowledge to a challenging position at a growing technical support team.



***WORK HISTORY***

**KSR GALAXY SDN BHD**

*Office Administrator | Senai, Johor bharu | June 2017 - November 2017*

* Managing all the paperwork including bills, receipts, official letters etc.
* Managing details of all employees including all personal details, salary slips and legal documentation of that employee.
* Calculating salaries of all employees based on attendance received from company.
* Coordinating with main office branch and other companies to ensure proper flow of data.

**PROGRESSIVE INFOVISION PVT LTD**

*Desktop Support Engineer | New Delhi, DL | March 2016 - April 2017*

 Managed call flow and responded to technical support needs of customers.

 Provided base level IT support to non-technical personnel within the business.

 Researched, troubleshot and resolved complex problems independently.

 Installed software, modified and repaired hardware and resolved technical issues.

 Used ticketing systems to manage and process actions taken.

 Worked closely with team members to meet or exceed all customer service requirements.

**KOCHAR INFOTECH PVT. LTD.**

*Desktop Support Engineer | Amritsar, Punjab | April 2014 - September 2015*

 Provided base level IT support to non-technical personnel within the business.

 Resolved problems with malfunctioning products.

 Activated accounts for clients interested in new services.

**VISHU**



 Researched, troubleshot and resolved complex problems independently.

 Enthusiastically participated in job related training.

 Built and provided basic end-user troubleshooting and desktop support on Windows and Linux based

Systems.

 Used ticketing systems to manage and process actions taken.

 Provided on-call support for critical issues.

 Answered telephone calls promptly and minimized delays that could lead to abandoned calls.

 Resolved customer issues in a clear, courteous and straightforward manner.



***EDUCATION***

**BACHELORS IN COMPUTER APPLICATIONS** Computers

DAV College

*Amritsar, Punjab | 2014*

**DIPLOMA IN COMPUTER HARDWARE AND NETWORKING** Computers Hardware and Network

Jetking Infotrain Pvt Ltd

*Amritsar, Punjab | 2015*

 Coursework in Information Technology and Computer Applications.

 Coursework in CCNA technologies

 Coursework in Microsoft Server 2008.



***SKILLS***

 Fast learner  Customer service expert

 Skilled multi-tasker  Skilled in Hardware and Windows Troubleshooting

 Extremely patient

