

2017-02 -

2018-03

2015-04 -

2016-10

2010-05 -

2014-11

**Deekshith**

Technical Support Engineer/ Subject Matter Expert

**Summary**

Dedicated Technical Support Engineer with 2+ career experience in Technical help desk environments. Highly adept in systems analysis diagnostics and troubleshooting and conflict resolution. Exhibits excellent organizational and problem-solving skills.

Works well in team environments and displays strong work ethic.

**Experience**

**Technical Support Engineer/ Subject Matter Expert**

Betsol Software India Pvt Ltd

Responsibilities

* Working with both clients and employees, resolving client application issues
* Handle Escalation Calls.
* Analyzing application setups so you can spot common trends and underlying problems
* Updating self-help documents (Knowledge Base) so that employees can try to fix problems themselves.
* Taking brainstorming sessions for problem solving techniques, and help team members boost up the team performance.
* Maintaining client satisfaction by providing best end user application support.

**Technical Support Associate**

Convergys India Pvt Ltd

Responsibilities

Handling incoming and out bound calls/chats.

* Providing One to one solutions to customer’s requirements that help customers solve their Issues.
* Decipher customer needs and offer the best solution based on proper company policy.
  + Effectively communicate ideas, suggestions and answers.
* Assisting the customers with their technical issues with Windows Operating system and Office applications.
* Handling escalation calls, verifying documents.
* Actively and positively participating in regular technical service meetings to discuss processes and create efficiencies.

**Education**

**Calorx Teachers University**

Bachelor's Degree in Computer Science

 **Personal Info**



**E-mail**

[Deekshith.379463@2freemail.com](mailto:Deekshith.379463@2freemail.com)

**Date of birth**

1992-04-08

 **Skills**

PC troubleshooting, Windows, Mac, LAN.



Advanced

Incident management, Escalation Handling, Technical trainer



Advanced

VPN, VMWare, Terminal Server, Avaya, Citrix



Advanced