**CURRICULAM VITAE**



 **Mithun**

 Email. Id : mithun.384897@2freemail.com

**OBJECTIVE:**

 Seeking a challenging career opportunity to work with an esteemed organization and looking forward for an opportunity where I can utilize my skills for the success of the organization and further improve my personal skills.

**LOOKING FOR SUITABLE POSITION IN THIS CATEGORY:**

* TECHNICAL SUPPORT OFFICER / ENGINEER
* TECHNICAL RDM ANALYST

**EDUCATION:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification** | **Name of the Institution** | **Board/ University** | **Percentage****Marks** | **Year of Passing** |
| Bachelor of Computer Applications (B.C.A) | Canara CollegeMangalore | Mangalore University | 60.33 | 2011 |

**SUMMARY OF QUALIFICATIONS:**

 6.3 years of cross-platform experience in BPO and ITO right from Trainee Transaction support to Level 2 Support handling technical, user profile, RDM and application support calls.

 Excellent call management skills and Working as level 2 support agent and RDM Analyst in International voice process.

**COMPUTER SKILLS:**

**Hardware:** Windows, Miscellaneous PC hardware, Printers, Laptops,

 Smart Cards.

**Software:** Microsoft Office Suite, O365, MS word, MS Excel, MS Power

 Point, MS Outlook.

**Operating System:** Windows XP, Windows 7, Windows 8, Windows 10

**Call Center Tools:** HP Service Manager, Maximo, ITSM / Remedy, ServiceNow,

 Citrix, RSA tokens, Digipass / Vasco tokens, VPN etc…

**PROESSIONAL EXPERIENCE:**

*Leading IT Solutions provider* *offering Applications, Business Process Outsourcing (BPO) and Infrastructure services globally through a combination of technology knowhow, domain and process expertise.*

Worked in Mphasis from March 2012 to April 2014, as a Technical Support Officer BPO (Level 2). Supporting for **Sprint** Employees, International voice process.

From April 2014 to till August 2017 Technical Support Engineer ITO (Level 2). Supporting for **Bank of America** Employees, International voice process.

Have been a consistent top performer and achieved Summit award on multiple occasions.

**TaTA CONSULTANCY SERVICES, Bangalore** – *Tata Consultancy Service (TCS) is a pure play business and service provider* *headquartered in Bangalore.* *TCS has impressive client list in the technology, banking, insurance, healthcare, public sector, and telecommunications and media industries.* *TCS is a leader in customer experience management, optimizing the customer journey to make its clients more competitive.*

Worked in TCS from January 2018 to August 2018, as a Technical Support Engineer RDM (Remote Desktop Management).

Supporting for **Shell** Employees, International voice process (**I was an offshore SPOC in Transition period**).

**Roles and Responsibilities** 

* Handling enterprise support calls, outages and timely reporting escalated issues to onshore team with outbound facility
* Remotely connecting to customer’s desktop to fix issues
* Floor support, Stamping and scrubbing of open tickets, Validating Agent errors and giving the feedback
* Managing the team in absence of Team Lead and Managers
* Handling and taking ownership of escalated tickets from HMIT, L3 teams and 3rd Party teams
* Managing the queue

**Technical knowledge Snapshot with above role**

* Handling hardware issues and configuring external devices connected
* Resetting and unlocking Active Directory User accounts
* Administration configuration in Active Directory
* Troubleshooting LAN Connectivity related problems
* Installing, Configuration and managing Windows XP/Vista/Windows7/ Windows 8, Windows 10
* Configuring network and home printers
* Configuring and managing MS outlook and Lync 2007/ 2010/2013
* Registry fix, server end support, profile rebuild and domain join
* Handling smartcard issue, RSA/ Digipass/ Vasco token issue
* Handling Remote access issues (Cisco Anyconnect and AT&T)
* File/ Folder restoration, File and Folder user permission change, Shared drive issue
* Installing software from SCCM and Server. Handing issues in SCCM

**PERSONAL DETAILS:**

Date of Birth : 23/04/1991

Nationality : Indian

Marital Status : Single

Languages Known : English, Hindi, Kannada, Tulu

Interest/Hobbies : Playing Carom, listing to music and Riding bikes.

**CERTIFICATION:**

 I declare that the above information is true and correct to the best of my knowledge and nothing has been declared or distorted.

Place: Yours Sincerely

Date: Mithun