***Software Support Engineer***

***Sabin***



**Executive Summary:**

An excellent communicator, confident in dealing with people from all walks of life. Pleasing nature and hard-working. Ambitious and focused whilst appreciating the need to remain flexible. Personally, I am a self-motivated, adaptable and enthusiastic team-player, keen on learning new technologies and implementing them.

**Educational Qualification:**

* B. TECH (Computer Science)

*2009-2012 Pondicherry University*

* DIPLOMA (Computer Science) 2006-2009 *DOTE TamilNadu*

**Training and Technical skills***:*

* Expertise in Software support, Application and customer support
* Training- Bigdata and Hadoop administration
* Networking, LAN and WAN networks
* Hardware and Software installations
* Software deployment
* Remote access support

**Language***:*

* English
* Hindi
* Tamil
* Malayalam

**Personal Profile:**

* **Gender** : Male
* **Nationality** : Indian
* **Driving License** : Indian LMV 4 Wheel
* **Visa Status** : Tourist

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* **Address:** Atlas Building, Rolla, Sharjah

**Hobbies:**

* **Sports, Travelling, Music, Cooking**

Email: sabin-393930@2freemail.com

***Professional Experience:***

**Bangalore**

**Period: from March 2017 to July 31st, 2019.**

**Position: Software Support Engineer**

***Roles and Responsibilities:***

* Perform system, networking and hardware maintenance, support software and applications.
* Monitored HP servers and participated in applications installation at Data Centre.
* Cooperated effectively with clients to facilitate installation, testing, upgrade, and migration of new software.
* Documented and reported application defects to Development teams
* Import data on daily basis and preparing reports to clients
* Creating automation tools and installing those as windows services.
* Have participated in software implementation team for UAT and Production launches.
* Can actively participate in understanding the business models and customizing the software solutions.
* Provide (24/7) support/availability and respond to 2nd line and 3rd line technical issues, adhering to SLAs, root cause analysis, handle incident calls and involve in change as well as problem management.

**Bangalore:**

**Period: from December 2015 to March 2017**

**Position: Senior Gaming Support Associate**

***Roles and Responsibilities:***

* To handle PC/Console gaming issues by providing solutions to the gamer’s cases via email.
* To handle the communication with the gamers in a professional manner, taking ownership of their cases, and deliver an exceptional customer experience with every interaction.
* To provide accurate, valid and complete troubleshooting by following the right processes and using the right tools.
* To contribute positively towards the achievement of individual and team performance targets, Service Levels, and Customer Satisfaction Surveys.
* To develop a deep knowledge of our client’s products and process.

**Bangalore:**

**Period: from January 2014 to July 2015**

**Position: Senior Customer Relationship Officer**

***Roles and Responsibilities:***

* Builds and maintain business relationship with clients by providing prompt and accurate service so as to promote customer loyalty.
* Participating in regular product training exercises to maintain product knowledge.
* Have leadership responsibilities and are involved in mentoring new employees.

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| ***Sharjah, UAE*** | ***+971 582994919*** | ***sabinck28@gmail.com*** | / sabin-c-k- |

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