RAJESHWARI

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To work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with the organization objective.

AN OVERVIEW

* Technically Sophisticated Professional with 4.5 years of experience in Technical Support.
* Associated with TATA Consultancy Services as a Senior Analyst level 3.
* Trained and Certified on Microsoft Products by MICROSOFT.Certifications on WINDOWS,

OUTLOOK from Microsoft.

**PROFESSIONAL EXPERIENCES :**

**JULY 2017\_ NOVEMBER 2018 :Senior Analyst Level 3 BANGALORE**

* Associated with TATA Consultancy Services (TCS) as a Senior Analyst level 3.
* Proficient in handling Technical issues and solving them in smart way.
* Worked on incident management with service now tool.
* Deft at mapping the requirement and troubleshooting for complex problems
* Adroit in providing effective resolution to customer queries related to product and improving

relationships with the customer by anticipating customer future requirements, thereby ensuring a

positive response from clients.

* Excellent communication & Interpersonal skills with abilities in resolving complex issues.
* Enlightening the customer with the unique features and benefits of products/Services rendered.

**OCTOBER 2016 --JUNE 2017 :SENIOR ANALYST LEVEL 2 : BANGLORE**

* effectively and efficiently in a complex, fast-paced and challenging call center environment.
* Gathered and verified all required customer information for tracking purposes.
* Maintained prescribed TAT +and productivity of the team to ensure smooth processing of

documents.

* Answered International telephone calls promptly and minimised delays that could lead to

abandoned calls.

* Documenting any major problem customers are facing with the products in large numbers &

reporting it to the concerned department.

* Addressed and resolved customer product complaints empathetically and professionally.

**JUNE 2015 – AUGUST 2016: TECHNICAL SUPPORT ENGINEER (MICROSOFT): Bangalore.**

* Built and provided basic and advanced end-user troubleshooting and high end technical desktop support on Windows and Mac systems.
* Dealing with Download, Installation, Activation and all technical issues on Windows 10, 8.1 and 7 Versions.
* Tested and Supported all Windows 10 Insider Preview builds. Provided base level IT support to non-technical personnel within the business.
* Resolved issues in a clear, courteous and straightforward manner. Identified and solved technical issues with a variety of diagnostic tools.
* Remained up-to-date on the latest technologies and solutions applicable to Microsoft products.
* Researched, troubleshot and resolved complex problems independently.
* Abilities in handling multiple priorities, with a bias for action and genuine interest in personal and Professional development.

**DEC 2014 - JUN 2015: Customer Retention Officer: Bangalore.**

* Online e-mail support to the customers using individually drafted templates and with help of various applications.
* Answered telephone calls promptly and minimised delays that could lead to abandoned calls.
* Worked closely with team members to meet or exceed all customer service requirements.
* Managed customers' expectations and experience to a high degree of customer satisfaction.
* Managing the team target as well as individual target of team members. Represent the team in meetings and conference calls with Clusters.
* Ensuring team bonding and team interaction as to avoid attrition happening on the grounds of dissatisfaction in the team.
* Document all calls with regards to participant inquires accurately using Call Tracking System.

**RECOGNITION:**

* Apreciation mails from Clients & Managers for as an Outstanding performer for the year 2015.
* Awarded for the excellence in Quality, Productivity and Cross Process Training.
* Awarded as a best team performer for clearance of unallocated target.

**SKILLS:**

* Operating systems: Microsoft WINDOWS 7, 8, 8.1, 10 (Including Insider Builds)
* Programing Languages: C Language, C++ Basics
* Packages: MS Office

**EDUCATION:**

* Engineering in Electronics and communications with distinction in all semisters, Kalinga university.
* Diploma in E&C from Motichand lengade barathesh Polytechnic, Belgaum in 2013 with 76%
* PUC 2 science from Shaikh college of science, Belgaum in 2010 with 78%
* 10th from Kendriya Vidhyalay No 1, Sambra, Belgaum in 2008 with 74%

**PERSONAL DETAILS**

**D**ate of Birth: 14thMay 1992

Marital Status: Married

Address: Discovery Gardens, Dubai.

Languages: English, Marathi, Hindi.