# MARIA



Dubai, UAE

[Maria-394521@2freemail.com](mailto:Maria-394521@2freemail.com)

## Personal Details

## Gender: Female | Nationality: India

## Marital Status: Married | Date of Birth: 25th July, 1989

# 

# SUMMARY

* A customer centric technically competent professional with over four years of experience in providing technical support to internal employees
* Proven record in resolving and reducing customer complaints and meeting customer service level expectations
* Hands-on experience in troubleshooting, customer service management, desktop technical support, laptop support and ticket management
* Proficiency in handling technical support and administrative functions and expertise in managing wide spectrum of issues related to system
* Maintain required level of integrity; dedicated to providing reliable and friendly service without ever compromising the reputation or competencies of the organization
* Proficiency in ticketing tools of ASTRO, Careforce, and BMC REMEDY

# SKILL SET

|  |  |  |
| --- | --- | --- |
| * Customer / Client Relationship * Troubleshooting Skills * Grievance Handling * Training & Development * Quick Problem Resolution | * Strategic Thinking * Negotiation Skills * Team Management * Decision Making Skills * Ticket Management | * Desktop / Laptop Support * Report Preparation * Adaptable and Flexible * Leadership & Supervision |

**ACHIEVEMENT**

* Acted as a second level resource to the Front Line Agent population and helping them meeting their daily targets
* Provided technical resolution & customer satisfaction to customers and provided First Call Resolution (FCR)
* Promoted as an SME (Subject Matter Expert)
* Achieved First Call Resolution & Total Problem Resolution metrics by providing exceptional customer service and keep abreast with technical knowledge and achieved maximum score in CSAT
* Attended a meeting with client twice representing a team regarding ongoing issues and troubleshooting steps followed to fix the issue

# WORK EXPERIENCE

## June 2015 – May 2017

Senior IT Helpdesk Engineer

* Provided technical support to internal employees of clients in UK through calls, emails and chats
* Delivered technical resolution and assistance by troubleshooting hardware and software related issues of desktops, laptops and printers
* Achieved good percentage of Customer Satisfaction Score (CSAT) in the team

## May 2013 – June 2015

Senior Associate

* Provided technical support for HP Laptop / desktop / printer / mouse and accessories to North American customer through calls, emails and chats
* Troubleshoot the problems connectivity to the network, applications problems, hardware and operating system related issues for Laptops, Windows operating systems, desktop applications, network related problems, and internet explorer related issues
* Supported many installations and various kind of issues with these products with good skills in Laptop installation issues
* Acted as a second level resource to the Front Line Agent population and helping them meeting daily targets and provided 100% accuracy and quality in the call by providing First Call Resolution (FCR)

# EDUCATION

* Bachelor of Technology in Electronics and Telecommunication Engineering from Jawaharlal Nehru Institute of Technology and Science, Jangaon, India (2011)
* Intermediate (Maths Physics Chemistry) from Sumati Devi college, Hanamkonda, India(2005-2007)
* Secondary School Certificate from St. Ann’s High School, Kazipet, India.(2005)

# EDUCATIONAL PROJECT

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Title** | | **PREVENTION OF FIRE ACCIDENT IN MOVING TRAIN** | |
| **Role** | | Team Member | |
| **Duration** | | 3 Months | |
| **Description** | | * This project helps us to control fire accidents occur in train. It even gives visual indication using LED array. After detecting fire in any compartment using heat sensors, according to the status of fire, the system starts working from siren then water flushing that controls fire in train. * Siren will be alarmed and transmitted to the nearby station using Frequency Modulation (FM). Movement of train will be displayed by using LED array in station. By this the position of train is known so that the detection and controlling is done quickly. * Solenoid valve is used instead of a fire extinguisher. When an accident occurs, the sensor detects and switches the solenoid valve to extinguish fire. Magnetic links are used in order to delink one compartment from other. Auto break is applied to stop the train. Heavy electro- magnetic coils are arranged for each compartment to delink automatically when accident occurs. | |
| **Responsibilities** | | * Involved in hardware designing * Key contributor in data collection and analysis | |

**DECLARATION**

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge and belief.

Maria