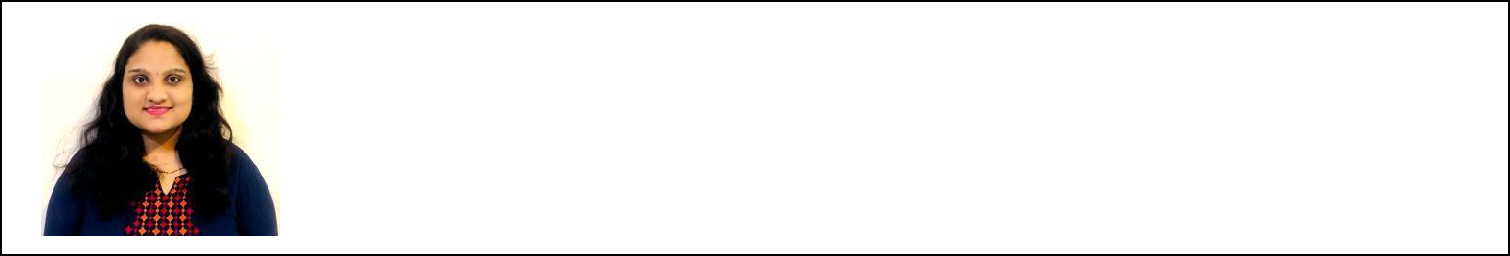
**Chaitra**

**Click here to Buy CV Contact:**

<http://www.gulfjobseeker.com/employer/cvdatabaseservice.php>

Whatsapp no:**+971 554753686**

[**chaithra-399058@2freemail.com**](mailto:chaithra-399058@2freemail.com)  **Dubai, UAE**



I’m a talented and ambitious individual girl with a strong positive attitude and great Commitment towards work. I am creative, resourceful and flexible.

I’m seeking an employment in a company where I can grow professionally and personally by utilizing my skills and experience.



**Work Experience**

|  |  |  |
| --- | --- | --- |
| **Company Name** | **:** | **DUBAI BASED COMPANY** |
| **Duration** | **:** | **July 2017 – August 2019** |
| **Designation** | **:** | **Customer Support Analyst (IT Helpdesk- L1)** |

* Taking care of the end to end **Escalation Tickets**, & **Inbound Calls** related to “MediBuddy” platform.
* Experience in **documenting L1 task** and performed on routine basis.
* Completed password changes and supplied **Active Directory** Support.
* Monitoring, analyzing and reporting incidents & events by using **Fresh Service Desk Remedy Tool**.
* Provides basic support and troubleshooting, such as password resets, Account unlocking, and etc.
* Concentrate on providing **First Call Resolution**.
* Initial classification, first level investigation and resolution of incidents recorded.
* **Liaise** with the **L2 Support** staff to resolve the Incident.
* Managing the Email Access cases and resolves them within the deadline.
* Trained new staff on an employee **computer access protocol**
* Providing basic desktop and laptop **troubleshooting**.
* Installed both computer hardware and software.
* Updating and Scanning of Symantec antivirus.

**Education**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **B.E in Electronics & Communication** | | | | | **2017** |  |  |
|  | | |  |  |  |  |
|  |  |  |  |  |
| Score Achieved - **55.83%** | | |  |  |  |  |  |
|  |  |  |  |  |
| Diploma in Electronics & Communication | | |  |  |  |  |  |
|  |  | 2013 |  |  |
|  | |  |  |  |  |  |
| Score Achieved – 66.00% | | |  |  |  |  |  |
|  |  |  |  |  |
| S.S.L.C | | |  |  |  |  |  |
|  |  |  |  |  |
| Jawahar Navodaya Vidyalaya |  | |  |  | 2010 |  |  |
|  | |  |  |  |  |
| Davanagere. | | | | |  |  |
| Score Achieved – 70.00% | | | | |  |  |  |


**Personal and Computer Skills**

* Team player, Flexible and Hard working
* Excellent Communication Skills
* Time Management and Problem solving
* Meeting Deadlines
* Quick Learner
* Listening Skills



* **Fresh Service Desk** Remedy Tool.
* MS Office.
* Basic Desktop and Laptop troubleshooting
* ITIL V3 frame work
* Digital Technology
* Basic knowledge of SR Tickets in HP Service Manager

**Personal Details**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Nationality | : | Indian |
|  | Date of Birth | : | 24-08-1994 |
|  | Gender | : | Female |
|  | Marital Status | : | Married |
|  | Languages | : | English, Kannada and Hindi |
|  |  |  |  |
|  |  |  |  |

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

Yours faithfully,

Chaitra