

Senior Technical Support Engineer Resume Sample www.timesresumes.com

Name & Personal Details of clients are not included for Anonymity

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PROFILE

Accomplishment driven Senior Technical Support Engineer with over 9 years solid experience and expertise in Operations management, Supervision, Training and Development, Workforce management, Quality management as well as enhance department efficiencies amidst fast-paced working environments. Seeking a Challenging position in IT technical support and IT operations as Senior Associates/Team leader/Associate manager, EDP in-charge, IT officer.

- ❖ **Gained solid experience** in release management, strategic planning, people management, change management, quality improvement, coordination and leadership. Gained exposure in financial reporting and budgeting.
- ❖ **Acknowledged** for capacity to analyze issues, expedite innovative solutions, and build the type of consensus-driven environment that contributes to on time delivery.
- ❖ **Initiate** cost containment processes, provide hands-on training and motivate personnel in building strong teams, and lead staff toward maximum potential. Respected team leader.
- ❖ **Able** to independently set up technical team operations from scratch.
- ❖ **Fostered trust** and coordinate with senior management executives, both internal and external.
- ❖ **Displayed excellent business acumen** by independently monetizing business opportunities.
- ❖ **Well developed** oral and written business communication skills. Good listener and motivator with exceptional interpersonal skills. Established competence in customer relations. Detail-minded with good eye for balance and organization. Skilled and creative in resolving problems.

TECHNICAL SKILLS

- ❖ **OS/Environments:** Microsoft Operating systems.
- ❖ **Platforms/Protocols:** Microsoft, Linux MAC, Android and Blackberry.
- ❖ **Tools:** Malware troubleshooting/configuration tools - “Sysinternal” and “Quick Heal”.
- ❖ **Servers:** All Microsoft servers from Win 2000 to 2012.
- ❖ **Software:** OS, network monitoring tools, security and backup software.
- ❖ **Language:** HTML/DHTML
- ❖ **Hardware:** All types of IT hardware troubleshooting and configuration.

AWARDS AND HONORS

- 🏆 **Received appreciation letter** from CEO of ABC Technologies Pvt. Ltd for excellent performance during 2014.

EXPERIENCE

ABC Technologies Pvt. Ltd., India.

Aug 2009 to present

Senior Technical Support Engineer

The company is one of the leading IT security solutions providers.

- ❖ **Promoted** to Senior Technical Support Engineer (L2) in 2012.
- ❖ **Lead and manage** a 16 member technical team and directly report to the Operations manager.
- ❖ **Client Accounts:** “Quick Heal” security software customers.
- ❖ **Key Domain Experience:** Provide technical support for IT security software.

❖ **Key Responsibilities:**

Ensure motivation of staff.

Monitor and measure staff performance in line with company targets and performance standards. Timely identify and address gaps in performance or quality.

Produce accurate reports on team performance for senior managers. Providing product training to partners and corporate users.

Promptly answer escalation calls of the floor and provide updates on unresolved issues to the client and the floor to resolve virus issues.

Timely follow up with team and other departments on escalated issue and Turn around tense situations with irate customers into positive outcomes. Identify research & resolve customer issues via phone, e-mail & onsite visit.

❖ **Key Accomplishments:**

Instrumental in introduction and implementation of call monitoring scripts and call quality sheet which helped to improve quality of inbound calls. This resulted in customer satisfaction and received several appreciation emails.

Initiated and introduced a new portal, to update technical information that also improved engineering skills, and was greatly appreciated by higher management.

Training provided to customers and internal staff, resulted in sales growth of products.

XYZ Ltd., India (Service partner of HP).
Technical Support Associate

Oct 2008 to Apr 2009

❖ **Reported** to Operations manager

❖ **Client Accounts:** HP home series customers support (call center).

❖ **Key Domain Experience:** Technical support for HP home series segment users.

❖ **Key Responsibilities:**

Provided L1 support for customer service in the technical support division.

Solved problems and provided detailed information on new products of “Hewlett-Packard” for desktop, UPS & touch smart PC.

Created and delivered solutions that met corporate objectives tied to business and technology performance.

Achieved high level of customer satisfaction through patient and methodical approach to problem resolution with majority of calls resolved as per company’s requirement.

ABC-InfoTech Ltd. India

Oct 2007 to Oct 2008

Facility Management Engineer (Networking & Asset Infrastructure Management).

❖ **Led, Trained and Managed** an 8 member team of Engineers.

❖ **Client Accounts:** ICICI Prudential Life Insurance and ICICI Bank Ltd.

❖ **Key Domain Experience:** Technical support for desktop and network.

❖ **Key Responsibilities:**

Managed the branches of ICICI Bank & Prudential Life Insurance Co. Ltd and ICICI Bank Pvt Ltd. of north 2 divisions at Chandigarh, Punjab, Haryana and Himachal Pradesh.

Ensured strict adherence to compliance.

Provided Technical Support to other Engineers.

Installed standard desktop settings, as per PC Health check (Icons, wall papers, screen savers, antivirus and update).

Successfully configured network printing, directory structures, user rights, security, and software on file and print servers.

Oversaw the Design, Implementation, Configuration and Maintenance of Servers and other hardware/Network Infrastructure.

Promptly attended user's Call Logged into Helpline on intranet.

Effectively Co-coordinated for Creation/Deletion NT, Email ID's of Staff & Outsource.

Maintained inventory of all IT Assets (Pc/Printer/Laptop/Server & Network equipment).

PREVIOUS EXPERIENCE

❖ GE Multimedia, India.

June 2006 to Oct 2007

Technical Support Engineer

ACADAMIC QUALIFICATIONS

❖ **Bachelor of Science** (Information Technology) - Punjab Technical University.

❖ **Senior Secondary Education** - Punjab School Education Board.

❖ **Matriculation** (CBSE) - Govt Model School, Sector-40A, Chandigarh.

TECHNICAL QUALIFICATIONS

❖ **MCITP** (server administrator).

❖ **MCTS** (Windows Vista configuration).

❖ **MCTS** (Windows Server 2008 network Infrastructure).

❖ **MCTS** (Windows server 2008 active directory).

❖ **Computer Hardware & Networking** (Advanced Diploma)- ACE InfoTech Services.

❖ **CCNA** - Labs & Racks institute in Mohali, India.

❖ **MCSE** - Web vision institute in Chandigarh, India.

❖ **ITIL foundation** certificate in IT service management.

PERSONAL DETAILS

Date of Birth : 10th August 1987

Marital Status : Married.

Nationality : Indian

Languages : English, Hindi & Punjabi

REFERENCES - Available upon request.