Pooja Padmanabha Kotian

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Seeking a position in an organization that provides me ample opportunity to explore & excel my knowledge which will benefit myself and also the organization.

Work Experience

1. Worked at Mindtree Ltd.,Bangalore.
As an Engineer from 3rd June 2019 – 8th December 2020

Key Responsibilities:

- Worked in a L1 support to provide assistance for client queries.
- Resolving issues regarding machine connectivity.
- Unlock and password reset of windows accounts using active directory.
- Provide support to Lincoln financial group for the issues related to web application as well as standalone applications.
- Similarly provide solution to client on issues related to Outlook,Skype troubleshooting, IE and Chrome trouble shooting.
- VDI support for all the users across USA and India.
- Resolve Mainframe account unlock , password reset and other issues related to the mainframe application.
- Also helping clients in software installations from software center and troubleshooting installation related issues.
- Assist with blackberry and Mobile iron installation ,configuration also with issues related both the applications.
- Raising tickets based on the issues through service now and working accordingly.
- Also raising high priority tickets according to the impact and engaging concerned teams accordingly.
- Helping new joiners with the process knowledge transfer.

2. Worked at HCL Technologies,Bangalore.
As Senior Analyst from 13th September 2018 – 26TH April 2019

Key Responsibilities:

- Worked in an IT Service Desk to provide support and solution to clients queries.
- Resolve issues regarding machine connectivity, Unlock and password reset of windows account.
- Provide support to Deutsche bank for the issues related to web application, standalone applications.
- Similarly provide solution to client on issues related to Outlook, lotus notes, Skype troubleshooting, IE and Chrome trouble shooting.
- Raising tickets based on the issues through service now and working accordingly.

3. Worked at Infosys BPM Ltd, Bangalore.
As Senior Technology Support Executive from 23.02.2017 to 31.08.2018.

Key Responsibilities:

- Provide support for international voice process for U.K customer care.
- Resolve issues and provide support for customers calling in with queries relating to telecommunication products and technologies.
- Acts as a first point of contact for the customers and dealing with their queries quickly and efficiently.
- Understand the customer complaints and provide exact resolution to the queries within the specified amount of time limit.

Summary of Skills

- Overall 3 and half years of experience in Technical support and handling End users.
- Good communication skills, verbal as well as written, Self-motivated and goal-oriented with a high degree of flexibility, creativity, resourcefulness, commitment and optimism.
- Excellent technical problem solving,knowledge sharing and people growth,Quality focused and proactive.
- Maintaining Knowledge Base article for the team and associates for new incidents.

Software Skills

- MS Office (Word, Excel, Outlook, PowerPoint).
- Basic knowledge of citrix director, VDI, active directory , Cisco webex, windows remote assistance and software center
- Basic knowledge of Service now portal.

Educational Credentials

Education	Name	Year	Percentage
Matriculation	Sri Sharada high school Panemangalore	2009	84.32%
Intermediate	Canara Pre-university College, Mangalore	2011	68.5%
Bachelor of Science (Computer science)	Canara First Grade College, Mangalore	2014	72.18%

Personal Information

Date of Birth:13-03-1994

Address: 704, Al Hawai Twin tower, block B
Al nahda- Dubai

Passport No: R0320989

Visa Status: Spouse Visa (Resident)

Languages Known: English, Hindi, Kannada, and Tulu

Declaration

 I hereby declare that all the information furnished above is true to the best of my knowledge.

Yours sincerely,

POOJA