

Swathi D.N

Contact

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LinkedIn

<https://www.linkedin.com/in/swathi-dn>

Skills

Incident management, Problem management and Change management .

Basics of Mac/Windows 10 system troubleshooting along with Mobile devices (Both Android/IOS)

Printer set up / software remote troubleshooting, VPN, Cloud Concepts

Antivirus installation, Email, MS-Office 365,Active Directory.

ITIL Concept, ITSM tool ServiceNow

Good communication skills.

Having strong problem-solving skills.

Handling client with balanced mindset

Eager to learn new things.

Technology-inclined professional possesses strong troubleshooting capabilities and customer-oriented attitude. Experienced in providing technical and software support to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive optimal user experience.

Work History

2022-11 -
2023-11

Technical Support Engineer

IQVIA, Bangalore, IN

- Monitor bot failure alerts and execute remedial steps mentioned in SOPs and notify respective teams
- Working on Azure administration for maintenance of servers.
- Adhering to organization guidelines for Incident, Problem and Change Management.Experience supporting pre- and post-implementation change management.
- Managed assigning Bot license, creating bot user, disabling bot roles and transfer of bot licenses.
- Supporting Operations Teams during UAT and rollout phases
- Experience in AA Upgrade/Patching and Software Configuration Management

2020-01 -
2022-09

Senior Process Associate

TATA CONSULTANCY SERVICES, Bangalore, IN

- Troubleshooting of basic VM horizon Client, Installation of Different applications, software's and Office 365.
- Troubleshooting VM horizon client login issues, password reset activity, black screen and VDI disconnected issue.
- Troubleshooting VPN connection issues, Creating new guest WI-FI username, password for office workspace.
- Escalate issues to next level resolver groups and following up until resolved within SLA.
- Exposure to usage and supporting of Citrix environment .

Exhibits patience and empathy to resolve customer queries.

Teamwork and Collaboration

Process Improvement

Personal Details

Date of Birth: 20th July 1992

Languages

Marathi

Hindi

English

Kannada

2018-07 -
2019-12

Junior Associate Engineer

GO DIGIT INSURANCE PVT LTD, Bangalore, IN

- Establishing connection with partner and stake holder of Go Digit Insurance portal.
- Solving Insurance queries through tickets, emails and calls in Freshdesk tool.

2017-07 -
2018-07

Service Desk Engineer

Accenture (Under the payroll of Alchemy Techsol Pvt Ltd), Bangalore, IN

- Managed clients through calls and help in selling remote solution plans (yearly and monthly), wherein on obtaining these clients would avail technical support on any software at any point of time, until plan expired.
- Appreciated as sales champion for highest number of sales made in that week for promoting plans for clients to purchase.

Education

2010-06 -
2015-06

Bachelor of Engineering: Computer Science

Sir M Visvesvaraya Institute of Technology (SMVIT) - Bangalore

Contactno

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Personal Information

Date of Birth: 07/20/92

Disclaimer

I declare that the information given above is true to the best of my knowledge.