

RESUME

Megha Arora

Mob: (+91)-7042497762

amegha325@gmail.com

Professional Overview

- More than 3.5 years of experience as a Technical Support Engineer with a proven track record in driving business forward.
- Substantial experience in efficiently executing the Customer Support roles such as ticket system management, product cataloging, feedback analysis, payment process troubleshooting.
- Proficient in problem cause analysis and solution documentation.
- Ability to increase profitability through excellent service and effective customer support management.
- Quick learner, problem solver and adaptive to changing technical or business environment.
- Ability to handle multiple tasks and tight deadlines and capable of working as an individual as well as a part of team.
- An effective communicator with excellent relationship management skills and the ability to work with the people of diverse nationalities.

EXPERIENCE

1 Adobe systems

March 2022 -present

Project : enterprise

Role- senior helpdesk associate

Responsibilities:

- 1 provide support for the SSO and for admin console**
- 2 provide support for the license and provisioning**

1. NTT Data

September 2020 – march 2022

Project: US Bank

Role: Helpdesk Associate

• Responsibilities:

- Provide hardware and software related support and problem resolution to US Bank Employees.
- Handle complex scenarios including Active directory, Windows related and Networking, documenting solutions, and effectively providing dependable and timely resolution to all system related technical issues experienced by users.
- Provide remote troubleshooting and perform in-depth problem cause analysis to provide efficient resolution.
- Collaborate with peers and leads to provide excellent client service.

2) Tech Mahindra

January 2019 – September 2020

Project: Netgear Platform Support

Role: Technical Support Associate

Responsibilities:

- Provide thorough support and problem resolution to customers.
- Maintain composure and patience in face of difficult customer situations.
- Provide infrastructure support delivery and perform in-depth problem cause analysis to provide efficient resolution.
- Collaborate with peers and third-party service providers to provide excellent client service.

EDUCATION QUALIFICATION

| Examination | Board/University | Year of Passing | Percentage/CGPA |
|--------------------------|--|-----------------|-----------------|
| B. TECH Computer Science | Galgotia University, Greater Noida, NCR | 2018 | 7.0 |
| 12 th | St. Lawrence Convent School, Geeta Colony, Delhi | 2014 | 74 |
| 10 th | St. Lawrence Convent School, Geeta Colony, Delhi | 2012 | 72.2 |

STRENGTHS:

1. I always try to adopt new techniques of achieving goals and to perform above the expectations with the innovative techniques.
2. Enjoy learning new methods and ideas and putting them into practice.
3. I am good team worker, and believe team effort is better than working individually

PERSONAL DETAILS:

| | |
|----------------|-------------------------------|
| Date of Birth | 7 th February 1996 |
| Marital Status | Single |
| Nationality | Indian |
| Gender | Female |
| Language known | Hindi, English & Punjabi |

1. I assure you that I will give my 100% dedication towards my work. I want to be a part of your esteemed organization, as it will help me to grow. I am also passionate about working in such a good atmosphere and in turn be a part of this company's growth. I assure you that I will not give any regrets for hiring me. Please do provide me the opportunity to work in your organization.
2. I hereby declare that the above-mentioned information is correct to the best of my knowledge and belief.

(Megha Arora)