

LASYA. N

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Objective

Software support specialist with four years of experience in providing support and assistance to clients, managing user accounts. Built customer relationships and trust. Talented in simplifying complex problems, making it easy for non-technical specialists to solve IT issues.

Experience

Software Support Executive - 04-Sep-2016 to 31-Sep-2020

Service Co-Operative Bank, Pudunagaram, Palakkad Kerala - India

Responsibilities:

- System study and implementation.
- User Training & Application Support.
- Developed KPI Reports for Management.
- Implementation Support for banking application.
- Expert in banking domain.

Education

- M.C.A – 2015 Calicut University Kerala with **72.80%**
- B.sc Computer Science - 2012 Calicut University Kerala with **76.25%**
- HSC - 2009 Technical Higher Secondary Board with **74.33%**
- SSLC - 2007 Kerala State Educational Board with **79%**

Skills

Banking Domain Knowledge.

Team Player.

MS Office.

Personal information

DOB	:	16-Feb-1991.	Nationality	:	Indian.
Marital Status	:	Married.	Languages	:	English, Malayalam.
Sex	:	Female.	Passport No.	:	P2519643
Visa Type	:	Visit Visa.	Visa Valid Till	:	28-Feb-2021

Declaration

I hereby declare that all the above information is correct to the best of my knowledge and belief.

Lasya. N