



# Santoshi Raman

052-201-9806

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## Profile Summary:

Handled calls/chats/emails for technical/customer support for high-speed data, Avaya phone, Roche, OneGE, Verizon DSL and Kodak printer with proper diagnosis and resolution of software and hardware problems. Strong general management, negotiation, inter-personal, communication and team building skills. Self-motivated, multi-tasking team player with leadership abilities that interacts easily with people of diverse technical backgrounds, cultures, and professional levels.

## Professional Certifications

- 200-125 Cisco CCNA Routing and Switching
- Post graduate diploma in TEFL/TESOL
- Bachelor of Arts (Political Science)

## Professional Experience

### Gems Winchester, Jebel Ali

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Since January 2021 till March 2022

- Maintained open lines of communication to existing parents to ensure their concerns, complaints and feedback were handled efficiently and in a timely manner.
- Coordinate parent/community events in order to engage parents in school activities and celebrations.
- Provided stories and photographic material that promoted the school's achievements.
- Identified and anticipated the needs and requirements of new and existing parents.

### Al Shams Technologies, Dubai

Desktop Support Analyst

June 2018- October 2020

- Mentoring team members for technical training.
- Provided front line technical support via phone/email/in-person, focusing on customer service.
- Documented Help Desk process and procedure in an IT manual to bring new team members up to speed quickly.
- Did password resets, setup security questions, and used remote tools.
- Resolving network related issues.

## **Personal Information**

Address : Al Nahda, Dubai  
Languages : English, Hindi, Nepali, Oriya, German(A1)  
Visa Status : Sponsor visa – Valid till 2024