





AMITHA ARUN

CONTACT

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SKILLS

- Knowledge on O365, Windows Active directory, IBM Control Desk, IBM Big fix Remote Control, ITSM Tool, MAXIMO, ZOHO Desk.
- Perform remote troubleshooting of customer issues
- Hands on Siemens Open scape Desktop Client and EPABX
- Good Communication skills
- Ability to remain calm and courteous in periods of stress and while facing irritating customer and managing back to back calls when required

PERSONAL INFORMATION

- Visa Status :Husband Visa
- Martial status :Married
- Passport No :U8620715

LANGUAGES

Malayalam: Native language

English: C2
Master or proficient

Hindi: B1
Intermediate

Tamil: A2
Elementary

PROFESSIONAL SUMMARY

Dependable and organized Service Desk Engineer with 4 years of experience supporting Customers. Fluent English speaker with proficiency in Various Ticketing Tools and Office365. Strong history of managing a high-volume workload while meeting hard deadlines in a fast-paced environment.

WORK HISTORY

Service Coordinator 12/2021 – Current
Emtech – Dubai, UAE

- Update all support issues in tracker with priority
- Coordinate with Support team on day-to-day basis on pending cases
- NSO Preparation
- Invoice/Payment Tracking
- Maintain tracker and make sure Invoice are send on time for Projects
- Track payment are received on time.

IT Service Desk Engineer 01/2021 – 10/2021
CMS IT Services – Thrissur, India

- Supporting MAFIL Finance Private Limited employees all over the country (3900+ branches and Cooperate office)
- Responds toL1 and L2 Troubleshooting issues
- Responds to the incidents/issues reported by customer predominantly through voice interaction
- Identify, Investigate and diagnose the issue and take necessary action viz resolves or assigns the issue to right assignment group.
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IT Service Desk Engineer 01/2018 – 09/2020
Future Focus Infotech – Thrissur, India

- Working as a client of IBM for supporting MAFIL Finance Private Limited employees all over the country (3900+ branches and Cooperate office)
- Captures all incidents in incident tracker tool and assign the cases to relevant assignment group as per the process and ensures proper documentation
- Provides resolution to customer based on in scope processes
- Follows the incident life cycle as defined by process viz logging the incident with proper priority, categorization and documentation, performs follow up on all necessary incidents as defined in process with customer to ensure timely closure

EDUCATION

Bachelor of Arts: Computer Application, 04/2017
Nirmala College of IT – Thrissur,Kerala