



Atchaya Murugesan

Senior Associate Technical Support
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Objective

Personable and knowledgeable IT support technician with over 2 years of experience in providing exceptional assistance to customers facing hardware and software-related issues. • Adept at delivering top notch service, troubleshooting, and guiding end-users through solutions. Committed to staying abreast of the latest technologies to offer informed and up-to-date support. • Adroit at leveraging extensive product knowledge and troubleshooting expertise, excel in diagnosing technical challenges and implementing effective solutions Possesses a proven ability to administer and control the operation, configuration and maintenance of computer-based information systems, armed with a robust technical skill set and a passion for providing top-notch customer service • Skilled in integrating different applications, driving low-cost reliability improvements and planning complex systems. Proficient in using risk-based decision making to come to conclusions, utilizing the latest trends and concepts on projects. • Proven expertise in diagnosing and resolving technical problems, coupled with excellent communication skills to ensure effective customer support. • Keen ability to communicate technical concepts in a clear and concise manner, ensure a positive customer experience while building lasting relationships.

Experience

- **Tech Mahindra BPS** 2. - 10 years
Senior Associate Technical Support
Roles & Responsibilities:
Inbound and Outbound Calls: Handling both types of calls, suggesting proficiency in effective communication with end-users to understand and resolve their technical issues.

L2 Support Specialist: Resolving Level 2 support issues related to international network problems, LAN (wired and wireless) connections, Outlook support, and basic troubleshooting, having deep understanding of network and IT-related problems.

Enhancing Support Process and Procedure: Improving support processes and procedures, leading to a high end-user satisfaction rate of 95%.

Documentation: Creating & updating IT support documentation, resulting in a decrease in tickets.

Tools and Technologies: Using various tools, including Salesforce CRM, ServiceNow, Splunk, ERP, Advanced Excel, SQL, Power BI, and Basic SAP.

Education

- **PRIST University** 2017 - 2020
Bachelor of Business Administration
8.2
- **Kongu kalvi nilayam** 2016- 2017
HSC
96%
- **Kongu kalvi nilayam** 2015-2016
SSLC
91%

IT FORTE

- Excellent Interpersonal and Customer service skill
- Help Desk - Networking (LAN /WAN /VPN / IP Address & DNS)
- Help Desk - Networking (LAN /WAN /VPN / IP Address & DNS) Microsoft office (Word, Excel , PowerPoint & Outlook)

Areas Of Impact

- Technical support
- Troubleshooting

- Customer support
- IT support
- Network management
- Project management
- Software Installation
- Hardware & software

Course & Certificate

- Business Analyst Basics
- Agile Scrum Master
- E- Business by NPTEL
- Project Management
- Tally ERP 9
- Digital marketing by ICICI Foundation
- Communication skill by TCS ion Digital

Achievements

- Recognized as the Associate of the Month, acknowledged with Bravo and Pat on Back titles at Tech
- Mahindra for outstanding performance as esteemed employees.
- Honored with the distinction of Best Event Organizer by PRIST University.

Hobbies

- Browsing Google
- Listening to music

Languages

- English
- Tamil

Personal Details

- Date of Birth : 27/09/1999
- Marital Status : Single
- Nationality : Hindu
- Father name : Murugesan T

Déclaration

I hereby confirm that I declared all the information are true to the best of my Knowledge and Belief