



# JITHIN KM

## PRODUCT SUPPORT EXECUTIVE

### CAREER OVERVIEW

I have been in Product Support for nearly 2 years. Evaluate failures, bugs, systemic problems and report on necessary steps and troubleshoot for root cause.

### KEY COMPETENCIES

- System Assembling, Troubleshooting
- Software Installation & Configure Operating System XP, Windows 7,8,10.
- Basic knowledge in MS Office
- Customer Support

### CONTACT ME AT:

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### WORK REFERENCES

Avin M Leo  
CEO, Phenomtec Solutions Pvt. Ltd  
Email: avin@phenomtec.com  
Mob : +919774496682

## WORK SUMMARY

### Product Support Executive

Phenomtec Solutions | May 2019 - Dec 2020

- Monitor Service desk for tickets assigned to the queue and process first-in first-out based on priority.
- Provide support through E-mail, Chat and Semi voice calls.
- Provide technical assistance for issues related to computer systems, Software and Hardware.
- Communicated often with business clients throughout the process and gave updates of work.
- Functions well within a team of developers and software testers.

## ACADEMIC BACKGROUND

### B.Tech, Computer Science

VISAT College | June 2015 - May 2018

### Diploma, Computer Hardware Maintenance

Govt. Polytechnic College | June 2012 - May 2015

### Plus Two, Science

GHSS KS Mangalam | May 2012

### SSLC

KPMHSS Poothotta | May 2010

## TECHNICAL QUALIFICATION

### CCNA, RHCE

Netmount Info Solution Experts | Feb, 2019

## PERSONAL DETAILS

Nationality : Indian

Passport No : T4846936

Date of Birth : 20-06-1995

Gender : Male

Languages known :

English, Malayalam, Tamil (Speak)

English, Malayalam, Hindi (Read, Write)