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| **Priyanka** metai priyankametai3@gmail.com  **7032124660**   |
| **CAREER OBJECTIVE** I urge to be a part of dedicated senior level technical team of individuals who thrive on challenges providing me opportunities to enhance and utilize my skills and knowledge to achieve organization goals. Also, To Move forward in next level roles within an Organization experiencing change in role with diversity and additional responsibilities.  |

# Experience

# AUG 29, 2016 – PRESENT.

# SSR2, UNISYS

# Tier 2.5 agent For Microsoft Process.

* Innovative and articulate technical support professional with 2 years and 4 months of work experience in help desk, IT support
* Proficient in providing technical support to all the Internal Microsoft users globally via Calls, Chats, Emails.
* Have been a part of calling process for 6 months, handled chats for a year and working and working on email support presently.
* Skilled in troubleshooting Office Applications (Office 2016), Windows 10 OS, SharePoint, Hyper-V Technology, Networking, Email and Internal resources access on Mobile, VPN connectivity, Active Directory, VM Creation, Specialization in a Microsoft built device called "Secure Admin Workstation"
* Expert in managing the Team, Monitoring the queue, Vigilant working on different Matrix, Sending reports, Constantly providing support to required resources, Leading the team and driving the team to perform better and make sure that all the Metrix are met by team.
* Responsible for maintaining the SOP by routing the cases to right teams after performing present level support.
* Handling escalations.

**Daily Activity done in Present Role**

* To Own/Manage high priority incidents across the enterprise comprising of multiple clients and geographies.
* To act as the first point for contact for all high priority incidents and drive it till resolution meeting Key SLAs and Metrics both operations and Quality. To work in liaison with various technical/resolver groups across various geographies and domain, through the entire lifecycle of the high priority incident and take suitable steps for a speedy resolution.
* To effectively access the impact and conduct bridge calls with relevant groups/Client.
* Periodically communicate to the higher management with respect to the status of the incident and steps being taken and the time lines.
* Perform post incident reviews and make suitable recommendations.
* Actively participate on various conference calls
* Ensure that any revealed process gaps or improvement ideas are escalated to the TeamLead/Supervisor.

# Skills

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| * Working with complex distributed systems and technologies
* Technical expertise and understanding
* Diagnosing complex problems
* Strong working relationships and collaboration skills
* Extensive knowledge of operating systems
* Ability to explain technical concepts to users
* Written and verbal communication skills
* Ensuring timely resolution of problems
 | * Troubleshooting, often without procedures and documentation
* System configuration, upgrades, and parameters
* Customer support. Strong knowledge of support desk software and ticket tracking systems
* Email, telephone and remote software
* Creation of support documentation
* Research and analytical skills
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**ACHIEVEMENTS**

• Being the Agent of the Year for 2017

• Being the performer of the Year for different quarters for maintaining NSAT

• Being a part of different modules of process.

• Being a part of a special desk (Help Shift ) to help PG team Identify the bugs

**EDUCATION**

• Year : 2013-2016

• Course : Graduation in B.SC stats

• GPA : 90%

• Year : 2011-2013

• Course : Intermediate in M.P.C

• GPA : 88%

• Year : 2010-2011

• Course : SSC

• GPA : 91%