

POOJA CM

Bengaluru, 560024 | 9164614612 | pooja.cm90@gmail.com

Summary

Dedicated and focused Senior Support Engineer who excels at prioritising, completing multiple tasks simultaneously and following through to achieve project goals. Seeking role of increased responsibility and authority.

Work Experience 7+ years

Senior IT Analyst

Mar 2023 to Current

DXC Technology - Bengaluru

- Administered and supported Windows Server, including installation, configuration, and troubleshooting of operating systems and server applications.
- Implemented and maintained network infrastructure components, including firewalls, and VPNs, to ensure secure and reliable connectivity for users and applications.
- Assisted in the planning and execution of IT projects, including server upgrades, migrations, and deployments, collaborating with stakeholders to define requirements and deliverables.
- Provided tier 2/3 support for escalated technical issues, resolving complex problems in a timely and efficient manner to minimize impact on business operations.
- Documented system configurations, procedures, and troubleshooting steps, maintaining accurate records and knowledge base articles to facilitate knowledge sharing and training.
- Provided first-level technical support to clients via phone, email, and ticketing system, ensuring timely resolution of issues within agreed service level agreements (SLAs).
- Escalated unresolved issues to appropriate teams or third-party vendors, ensuring timely resolution and minimal impact on client operations.
- Actively participated in team meetings, training sessions, and knowledge-sharing initiatives to stay updated on new technologies, best practices, and procedures.
- Mentored junior technicians and provided guidance on technical issues, troubleshooting techniques, and customer service skills.
- Logs and track enquiries using a problem management database and maintain history records related problem documentation.

Senior Support Engineer

May 2020 to Mar 2023

DXC Technology - Bengaluru

- Acted as the primary point of contact for clients regarding service delivery issues, inquiries, and requests.
- Implemented and managed Active Directory, Group Policy, DNS and other core infrastructure services to ensure seamless authentication, authorization, and resource management.
- Collaborated with cross-functional teams to plan and execute IT projects, including server migrations, upgrades, and infrastructure expansions, ensuring successful project delivery within budget and timeline constraints.
- Assisted in the identification, investigation, and resolution of recurring incidents and problems, contributing to the improvement of service reliability and stability.
- Received, triaged, and prioritized incidents reported by clients, ensuring timely resolution and adherence to SLAs.
- Generated and distributed service performance reports, including SLA metrics, incident trends, and service improvement initiatives.
- Maintained accurate documentation of service delivery processes, procedures, and configurations to support knowledge sharing and training initiatives.
- Provided technical leadership and mentorship to junior sysadmins, sharing

knowledge, best practices, and troubleshooting techniques to enhance team performance and capabilities.

- Performing Root Cause Analysis (RCA) for all critical incidents, plan and implement the solution to fix the incidents permanently
- Built and maintained strong relationships with clients by understanding their business needs, addressing concerns, and providing proactive support and guidance.

Support Engineer

May 2019 to Apr 2020

Unisys India - Bengaluru

- Logged all customer interactions and technical issues in the ticketing system, maintaining accurate records and documentation to track support requests and resolutions.
- Escalated complex or unresolved issues to appropriate teams or higher-level support technicians, collaborating to ensure timely resolution and customer satisfaction.
- Conducted remote troubleshooting sessions using remote desktop tools to assist users with technical issues and provide step-by-step guidance for problem resolution.
- Assisted in the setup, configuration, and maintenance of desktops, laptops, printers, and other peripherals, ensuring proper functionality and usability for end-users.
- Contributed to the development and maintenance of knowledge base articles, FAQs, and troubleshooting guides to support self-service initiatives and improve overall service delivery.
- Provided first-level technical support to users via phone, email, and ticketing system, addressing hardware, software, and network-related issues promptly and professionally.
- Diagnosed and resolved technical problems, including system errors, software installations, configuration changes, and connectivity issues, ensuring minimal downtime and disruption to business operations.
- Support LANs, WANs, network segments, Internet issues, and intranet systems and Configuring VPN through MFA and troubleshooting authentication issues
- Participating in complete system builds, upgrades, and windows patch management, Installation, Configuration and Administration of Virtual machines
- Conducting thorough root cause analysis of issues and progressing towards enhancing employee satisfaction by delivering solutions across different phases of a case life cycle. This involves in-depth analysis of issues, meticulous documentation, and adherence to SLA requirements.

Senior IT Coordinator

Mar 2017 to May 2019

Posiflex Technology - Bengaluru

- Managed the daily operations of the IT helpdesk, including prioritizing and assigning tickets, monitoring ticket queues, and ensuring timely resolution of customer issues.
- Provided technical support to end-users via phone, email, and ticketing system, addressing hardware, software, and network-related problems efficiently and professionally.
- Conducted root cause analysis of IT issues to identify underlying causes and prevent recurrence, collaborating with technical teams to implement corrective actions and process improvements.
- Coordinated with vendors and third-party service providers to resolve complex technical issues and escalate unresolved problems as needed to ensure prompt resolution and minimize downtime.
- Maintained accurate records and documentation of helpdesk activities, including ticket logs, resolution notes, and customer communication, to track support requests and monitor performance metrics.
- Developed and implemented training materials and documentation for end-users to promote self-service support and enhance overall user experience.
- Participated in IT projects and initiatives, such as system upgrades, software deployments, and process improvements, contributing technical expertise and support as required.

- Coordinated IT activities and resources to support business operations, including managing helpdesk tickets, prioritizing tasks, and ensuring timely resolution of IT issues.
- Provided technical support to end-users via phone, email, and ticketing system, diagnosing and resolving hardware, software, and network problems efficiently and effectively.
- Maintained IT inventory and asset management records, including tracking hardware and software licenses, performing audits, and managing procurement and disposal processes.
- Collaborated with internal IT teams and external vendors to implement IT projects, upgrades, and migrations, ensuring successful deployment and minimal disruption to business operations.
- Conducted regular maintenance and monitoring of IT systems, including servers, network devices, and security appliances, to ensure optimal performance and availability.
- Documented IT procedures, processes, and configurations to support knowledge sharing and training initiatives, ensuring that IT staff and end-users are equipped with the necessary resources.

Skills

- Helpdesk ticketing systems (ServiceNow, Jira)
- Remote desktop support tools (Remote Desktop Protocol, TeamViewer)
- Network troubleshooting (TCP/IP, DNS, DHCP)
- Active Directory and Microsoft Exchange administration
- Customer service and communication
- Azure Account Management
- MFA, SSO, AAD
- Power BI
- Incident, problem, and change management
- Knowledge of Windows and Microsoft Office suite
- MS Office Tools, Windows Server, O365, Teams

Certifications

ITIL V4 Foundation certification

Education

Bachelor Of Engineering (BE), Information Science 08/2014
GMIT College Of Engineering, Visvesvaraya Technological University - Davangere

Diploma in Compute Science, Computer Science 08/2011
Sri Renuka Integrated Polytechnic - Bellary
Board: Karnataka Board

Personal Details

- DOB : 05/09/1992
- Marital Status : Married
- Address : Vijaylakshmi Paradise, 13th Cross Maruthi Layout, Hebbal, Bengaluru
- Languages : English, Kannada, Hindi, Telugu