

JEGANATHAN .A

TECHNICAL SUPPORT ENGINEER

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SUMMARY

Skilled in resolving complex technical issues, implementing efficient troubleshooting processes, and collaborating with cross-functional teams to enhance product stability. Adept at driving customer success and revenue growth through innovative solutions and exceptional problem-solving abilities.

EDUCATION

Bachelor of Computer Applications

National College Institute of Technology, Trichy, TN, India

2005 - 2008

SKILLS SUMMARY

- End-User Support
- Process-Oriented
- CRM Ticketing tool
- IT/Software Proficiency
- Communication skill
- Office 365 and G Suite
- Problem-solving and Flexibility
- Help Desk Support
- Courteous and Helpful

WORK EXPERIENCE

VIRTUAL CUSTOMER SUPPORT (CSA)

Company : Amazon Development Centre (India) Private Limited,

Duration : 27 May 2024 – 28 Sept. 2024 (Contract)

Duties and Responsibilities:

- Addressed and resolved customer product complaints empathetically and professionally.
- Work with DART team to identify and resolve complex problems.
- Resolving technical tasks relating to Amazon's website, Prime services and/or digital devices (Echo, Kindle etc.)
- Using a variety of tools to navigate, research, and review solutions, and communicate effectively with customers.
- Effectively managed high volume of inbound customer calls and chats.

SENIOR SUPPORT ENGINEER

Company : Macro Technology Solutions Pvt Limited, Trichy

Duration : Nov. 2023 – Mar. 2024 (Layoff)

Duties and Responsibilities:

- Identifies, manage and resolve issues in a timely manner.
- Experience with remote desktop applications and help desk support.
- Provide technical assistance and support 24X7 for incoming queries and issues.
- Proactively monitor production and non-production environments and applications.
- Utilize IT incident/change/asset management system to document, prioritize and track requests

IT TECHNICAL SUPPORT AND CUSTOMER SERVICE ASSOCIATE (CSA)

Company : Anunta Technologies Management Pvt. Ltd., Chennai

Duration : Dec 2021 – Aug 2023 (Contract)

Duties and Responsibilities:

- Responds to customer requests effectively and communicates with them to address issues
- Responsible for diagnosing and resolving incidents and requests from users promptly.
- Identifies, manage and resolve issues in a timely manner
- Utilize IT incident/change/asset management system to document, prioritize and track requests
- Resolves basic and advanced hardware and software questions, problems and requests in person or remotely
- Escalated and resolved issues within an SLA scale.

IT TECHNICAL SUPPORT AND SYSTEM ADMIN (CSA)

Organization : Sowdambikaa Group of Schools

Institution : Chellammal Matriculation Higher Secondary School | Trichy, TN, India

Duration : May 2015 – Dec 2020 (COVID Crysis)

Duties and Responsibilities:

- Installing, configuring and deploying new PCs & Servers
- Providing a high level of customer service at all times
- Installing and configuring computer networks and systems
- Identifying and solving any problems that arise with computer networks and systems
- Installing servers, network services, active directories, work stations, and peripherals

IT TECHNICAL SUPPORT AND CUSTOMER SERVICE ASSOCIATE (CSA)

Corporate Head : The Muthoot Group

Sector : Muthoot Finance Ltd., | Trichy, TN, India

Duration : Aug 2011 – May 2014

Duties and Responsibilities:

- Provide technical assistance with computer hardware and software
- Resolve issues for staff via phone, in person, or electronically
- Perform hardware and software installations, configurations, and updates as needed
- Create and maintain tips and tricks solutions for online databases and website
- Resolve technical issues in a timely manner using available resources within the company

DOCUMENTATION AND CUSTOMER SERVICE ASSOCIATE (CSA)

Company : Globelink WW India Pvt. Ltd., | Bangalore, India

Company Type : Logistics

Duration : July 2008 – Oct 2010

Duties and Responsibilities:

- Responsible for the execution of export documentation requirements for shipments originating in India to destinations globally, which include Letter of Credit shipments, commercial invoices.
- Providing administrative and clerical support (Mailing, Scanning, Faxing, Copying, Filing).
- Opening, sorting and distributing mail to various professionals in the office. Strictly adhering to office policies and procedures, especially regarding confidentiality.
- Resolve technical issues in a timely manner using available resources within the company
- Collect customer feedback, Solve simple customer concerns

ACADEMIC PROJECT

Project Title: The Cryptography

Description : Encryption and decryption is done using DES with various algorithms and keys

Language : C++

TECHNICAL SKILLS

- Level 1 and Level 2 Support: Troubleshoot and resolve support requests related to software, hardware, and connectivity within defined SLAs.
- Virtual Machine (VM) Management: Configure, monitor, and manage virtual machines, ensuring optimal resource allocation and system performance.
- Azure Cloud Support: Assist with Azure administration, including handling user requests, troubleshooting, and supporting cloud resources.
- Microsoft 365 Administration: Support Microsoft 365 apps, managing user accounts, permissions, and troubleshooting issues in Teams, SharePoint, OneDrive, and Exchange Online.
- Network Troubleshooting: Diagnose and resolve basic network issues, including VPN, DNS, and firewall configurations.

HIGHLIGHTS

- Strong communication and interpersonal skills for effective end-user support.
- Excellent problem-solving abilities with a proactive approach to resolving issues.
- Availability: Willingness to work 24/7 shifts, including weekends and holidays, as required.

HOBBIES AND INTERESTS

- Playing chess, hockey, volleyball
- Gardening, rooftop farming, pet caring
- Sketching fine pencil arts (<https://rb.gy/rne77s>)
- Digital and traditional photography
- Building science projects for schools

QUALITIES

- Reliability
- Attentive
- Adaptive
- Innovative
- Self-Motivated
- Customer Service

PERSONAL DETAILS

- Born : 23-Oct-1986
- Father's Name : S. Arumugam
- Mother's Name : A. Santha
- Spouse Name : J. Valarmathy Gayathri
- Birth Place : Nagerkovil, Kanyakumari
- Permanent Address : # 5/220 D, Thamarai Nagar, Pappakurichi, Kattur, Trichy City, Tamil Nadu, India - 620019.