

NITHIN R

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Coimbatore

PROFESSIONAL SUMMARY

Dynamic Customer Support Associate with proven expertise at Sutherland Global Services, excelling in troubleshooting and diagnostics. Adept at providing technical support and remote assistance, ensuring high customer satisfaction. Strong time management skills complemented by a commitment to continuous improvement in service delivery. Proficient in application installations and maintaining compliance with security protocols.

SKILLS

- Customer support
- Desktop support
- Remote support
- Troubleshooting and Diagnostics
- Time management
- Application installations
- Technical support
- Customer engagement

EXPERIENCE

Customer Support Associate - (Associate-CS Internet)

Sutherland Global Services Pvt Ltd, Chennai, India

July 2022 - February 2023

- AT&T U-verse technical support
- Handling internet, IPTV, and VOIP service technical issues through the chat process
- Handle and provide support for technical issues via chat
- Maintaining the data for the follow-up tickets
- Providing application/product support for the end users
- Collect handling ticket data and report to a higher person.

Desktop Support – L1

Wipro Technologies (Contract Based)

IDC Technologies Solutions (1) Pvt Ltd (Vendor)

May 2021 - December 2021

- Remote Desktop support
- End-Point security compliance
- Handled tickets with remote and helps to provide the beginning level of solution for the tickets
- Follow up and transfer the tickets to the considered team for the next-level solutions
- Providing 1st level support for Z-scalar, SCCM, Crowd Strike, McAfee Antivirus application

Document Specialist

Merrill Technology Services India Pvt Ltd, Coimbatore, India

January 2020 - May 2021

- Handling and maintaining documents
- Make the needed changes and keep the documents updated
- Proofreading

EDUCATION

B.Sc - Information Technology
Bharathiar University, Arts and Science College, Valparai

2019

+2 - Government Higher Secondary School - Valparai

2016

LANGUAGE

Malayalam

Tamil

English