



## ARCHANA BABURAJ

Asst. System Engineer

**Phone:** +971-564625135

**Email:** archanababuraj57@gmail.com

**Location:** Dubai – UAE

### SUMMARY

Dedicated Application Support Analyst skilled in customer service and handling ticketing systems. Proven ability to provide exceptional client service, adept at communication and problem-solving, ensuring client satisfaction and retention. My technical, functional, and communication skills will enable me to face a challenging career ahead, contributing to the company's growth and ensuring personal growth within the organization.

### PROFESSIONAL EXPERIENCE

#### **Tata Consultancy Services – India**

##### ***Asst. System Engineer – Application Support Analyst***

*July 2022 – Dec 2023*

#### **Responsibilities:**

- Communicate with Energy delivering utility US client to resolve the application's server-side issues without breaching the SLA, provide relevant reports, and answer queries regarding the application - **Genetec Security Center**.
- Successfully maintain business relationship, provide regular updates about incidents, issues promptly and politely.
- Monitored the client Genetec Security Center Application. And resolved issues on the server side on the failure of cameras loading by collaborating with other technical teams.
- Initiate better cooperation within technical teams and Clients.
- Basic knowledge of BMC Remedy ticketing application.
- Experience in incident and change management.
- Managing a support ticket system and Team work.
- Be in charge of documentation and timely updation of information and authenticity including preparation of weekly status health reports of servers, presentations and run book of the team.
- Extend on-call support and answer client calls and address the enquiries and concerns with the assigned timelines.
- Manage Client relationships and services in a timely and accurate manner.
- Responsible for overall Client satisfaction and follow-up to ensure their issues are resolved with a positive attitude.
- Participate in regular meetings with Clients to update the timelines of action items, discuss the delivery of services, improve communications, and set expectations.
- Assist in training Support Representatives and manage incoming mails.
- Performs other office duties, responsibilities and tasks as and when required by management.
- Handle, verify and process client escalations and provide corrective actions.
- Maintain accurate daily records of incidents and update the tracker sheet to the secondary departmental senior management.
- Ensure compliance with company policies and confidential procedures.
- Schedule daily tasks, schedule and organize client meetings and screening teleconferences to strengthen client relationships.
- Ensure that client queries and appointments are handled timely and accurately.

## **EDUCATION**

**Rajagiri College of Social Sciences, India**

***Master of Computer Applications, 2020 - 2022***

**Rajagiri College of Management and Applied Sciences, India**

***Bachelor of Computer Applications, 2017 – 2020***

**Fr. Joseph Memorial HSS, India**

***Higher Secondary – Computer Science, 2015 – 2017***

**Nirmala Public School, India**

***CBSE X, 2014 – 2015***

## **RELEVANT SKILLS**

- Relationship building and management.
- Communication skills, organizational skills and interpersonal skills.
- Provide Application Support.
- Work very well as part of a team support and independently.
- Keen interest in Office support specialist, Executive Assistant, Customer Service Representative, Office Management, administrative task services and secretarial operations.
- Ability to work under pressure and multitask.
- Critical thinking and problem solving.
- Ability to work effectively in a team and fast pace environment.
- Accomplish assigned tasks before deadline.
- Strong attention to detail and the ability to work independently.
- Proficient in using MS Office applications (Word, Excel, Outlook, PowerPoint).
- Collaborative and coordinate with other members and teams.
- Lay out Customer Service skills accurately.
- Telephone etiquettes and Time Management skills.

## **AWARDS**

- **Star Team Award** – In appreciation of team work and collaboration.
- Consistently maintained high customer rating satisfaction.
- Awarded the **Applause Award** – In appreciation of outstanding contribution, dedication and commitment to the organization.

## **LANGUAGES**

- English (Fluent), Hindi (Intermediate), Malayalam (Native), Tamil (Beginner).

## **PERSONAL DETAILS**

Date of birth: 02/03/1999

Nationality: Indian

Passport No: Y9551433

Visa Status: Visiting Visa

Marital Status: Single