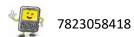**Ms. Mugdha Shailendra Surve.**

7823058418   mugdhasurve88@gmail.com

Professional Summary:

Service-oriented Technical Analyst with 3 year background in network and technical support. Core competencies include Project management, jeopardy management and fault management as well as excellent communication and time management skills. Handles tasks with accuracy and efficiency.

Skills and Competencies:

- Technical Support
- Salesforce
- Fault Management
- Training

- Network support
- RCA
- Service delivery
- Critical Thinking
- Time Management

Experience:

Senior Technical Process Executive at Infosys BPO , Pune .   *Aug 2017- Jan 2020*

- Monitoring the clients system to check faults in transmission networks.
- Acknowledging and investigating the faults in depth and creating faults incidents and assigning them as per service level agreements and agreed processes
- Support Service Management / process related transmission events to rectify the fault
- Coordinate with onsite and offshore teams as necessary during project delivery including providing assistance to technicians
- Responsible for creating fault records, performing timely root cause analysis, creating knowledge articles, maintaining application documentation etc.
- Identify and work on avoiding the recurrence of fault
- Create new incidents for every task in the L2 team and update existing incidents based on changes to application or existing processes
- Responsible to identify and prepare checklists to improve service levels
- Ensure appropriate classification and prioritization of tasks as per SOP comply with defined process during task execution
- Provide periodic task level updates whenever requested
- Assisting in creating documentations about client specific applications, project specific processes and workflows
- Design and review of fault cases also process change requests
- Manage a project's scope, acceptance, installation and deployment.

<u>EW Project Specialist at Wipro DOP, Pune</u>   *Jan 2020- Jan 2021*

- Provide Tier II (second line) technical support troubleshooting and resolution; answering support queries via email.
- Maintain a high degree of customer service for all support queries and adhere to all applicable processes.
- Responsible for taking ownership of tasks and being pro-active in resolving user issues
- Ensure all requests are properly documented and tracked within SalesForce
- Provide necessary training and advice to both end users and CLS, using appropriate soft skills and coaching skills
- Gather, organize, and analyze data, communicating high impact issues to the organization
- Provides regular status back to Clients
- Performing root cause analysis for all at risk cases and making sure truck roll should not be wasted.

Education:

University of Pune   *MESCOE , Pune*
Bachelor of engineering: Electronics and telecommunication   *June 2017*

Certifications and Achievements:

- Networking   : CCNA(R&S), CCNP(R&S)
- Manual and Software testing , SQL
- C++ , Java , Matlab

Project Details:

- Project Title: "Implementation of ISP Infrastructure using BGP & MPLS"
- Project Title: "Blind Navigation System using Embedded System and Image Processing"
- Published paper in ACCET 2016 : 3rd National Conference on Advancements in Communication, Computing and Electronics Technology

Languages: **Interests:**

- Marathi
- Hindi
- English

- Image Processing
- AI
- Solar/alternative energy

- Origami
- Drawing & Painting
- Reading