SOPHIA SHIRSATH

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To become associated with a company where I can utilize my knowledge and skills, work with greater responsibility while enhancing the company's productivity and success.

EXPERIENCE

FEB 2018 – MAR 2019
TECHNICAL SUPPORT ENGINEER – L2, MPHASIS.

- Provided technical support by troubleshooting, diagnosing and resolving a wide variety of technical issues related to software, applications, network, servers, telecom and other hardware devices.
- Performed and provided support for software upgrades, audits, on-call rotation for emergency handling.
- Assisted with transferring knowledge, training, mentoring and guiding new team members.
- Resolved support issues via calls, emails and chats, screen sharing, with numerous 100% satisfied User surveys and appreciation from Clients.
- Maintained highest scores in Quality audits and Customer Satisfaction.

APRIL 2019 – DECEMBER 2020
SERVICE DESK ANALYST, ALLSCRIPTS HEALTHCARE SOLUTIONS, INC.

- Provided technical assistance to Doctors, Nurses and hospital staff with via calls, emails and screen sharing.
- Resolved application issues. Product issue, and multiple hardware, hospital equipment and software issues, maintaining the service levels and criticality.
- Engaged and tracked high priority issues impacting patient care, with responsibility for the timely documentation, escalation, resolution and closure of the trouble and request tickets.
- Participated in on-call rotation for emergency handling of issues, raised and requested access for new team members with interaction with the clients via forms and tickets.
- Consistently met goals of maintaining quality, user satisfaction, first call resolutions, issue handling time, and escalating issues to the inhouse team if manual or specialized troubleshooting is needed.
- Promoted to blended support team after proving ability to handle complex and critical issues quickly while meeting and exceeding role goals.

EDUCATION

2012 - 2017
B.E – COMPUTER, JSPM'S Rajarshi Shahu college of engineering.
First class with Distinction

1997 - 2012
SCHOOLING AND JUNIOR COLLEGE, Nirmal bethany convent high school and junior college.

KNOWLEDGE AND SKILLS

- Technical support, desktop support, analytical thinking, application support, product support, Banking process, US Healthcare.
- Ticket Handling, Ticketing tool, Case and Incident Management, CA SDM – Service Desk Manager, Service Now, Remedy, Smart IT
- Softphone, Interaction Desktop, IVR, SLA, Ticket escalation, AHT, FCR, resolution, Client interaction, Business Communication, Customer Satisfaction.
- Active directory, access and permissions, machines and group policy, verification and password reset.
- VPN, VOIP, Virtual Machine, XenApp, Citrix, VMware, Citrix Xendesktop, NetScaler, Remote Desktop troubleshooting.
- Skype for business, Atlassian HipChat , Jira , Confluence, Microsoft teams.

- Windows OS, Windows 98, Windows XP, Windows 7, Windows 8, Windows 10, Linux, Unix, Mac system, Android, iOS.
- Printer support, Local printer, network printer, printer troubleshooting.
- Browser troubleshooting, Internet explorer, Chrome, Firefox, Safari, Intranet, SharePoint.
- Remote Support, DNS, DHCP, VNC, RDC, SCCM, server maintenance, server patching, software patching, software update/upgrade, Windows Server, License Management, Bit locker, Antivirus, File System, setup, diagnostics, mobility, installations.
- Microsoft Office, Outlook, Microsoft O365, Webmail, emails, Exchange Server, Office Suite.
  Active Directory, Root DC, CDC, ADC, RODC, Domain Controller

ACHIEVEMENTS AND EXTRA CURRICULAR ACTIVITIES

- Languages known – English, Marathi, Hindi, Konkani
- Always willing to know and learn about technology trends. Attended Workshops on Pervasive Computing, Internet of Things (IOT), Ethical Hacking, with certificate from IIT Kharagpur.
- Received recognition and award for the best performer for Quality, from Client in 2018 at Mphasis.
- Received recognition and appreciation for quick handling of a critical issue, from the Client in 2019 at Allscripts.
- Active participation in social events and gatherings for cause.
- Hobbies – Singing, Playing Guitar and participating in Choir.

Desired Role/ Profile: Lead/ Senior - Desktop Support technician, Technical Support
Engineer, Windows Administrator, IT Operations, IT Admin, Application Support, Technical
Consultant,
Technical Analyst, Server Support, Network Engineer, Software Support Engineer, Active
Directory Maintenance, Active Directory Support .