Srinath R

CONTACT

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SUMMARY

Experienced Technical Support Engineer with strong problem-solving abilities and in-depth knowledge of network systems and software troubleshooting. Skilled in diagnosing and resolving issues to minimize downtime and ensure optimal performance. Excellent communicator, enhancing client and team interactions to improve user experience and operational efficiency. Expertise in IT infrastructure management and seamless technology integration. Highly proficient in analyzing complex errors, conducting root cause analysis, and applying critical thinking to address technical challenges.

SKILLS

- MS Office
- Adobe Photoshop
- Networking
- Trouble Shooting
- Optimistic
- Patient
- Flexible Schedule
- Creative Problem Solving

EXPERIENCE

Technical Support Engineer Zoho CRM Plus
06/2024 - Current

- Provided clear and concise step-by-step technical support to guide clients.
- Asked customers targeted questions throughout troubleshooting to determine smart solutions.
- Helped customers set up new systems, applications and software.
- Resolved service user requests within target timeframes.
- Used remote access to navigate and link to customer computers.
- Coordinated with external support services to resolve complex technical problems that required specialised expertise.
- Tailored support and advice to non-technical users, enabling them to utilise technology more effectively and confidently.
- Maximised customer engagement and satisfaction by delivering excellent customer service.

Technical Support Engineer Zoho Manage Engine
11/2021 - 06/2024

- Company Overview: Manage Engine ADAudit Plus / Data Security Plus
- Manage Engine ADAudit Plus / Data Security Plus
- Asked customers targeted questions throughout troubleshooting to determine smart solutions.
- Managed the installation and configuration of computer systems and networks, ensuring seamless integration and minimal disruption.
- Analysed system logs and identifying patterns to preempt technical issues before they affected business operations.
- Diagnosed and resolved technical issues for customers via phone, email, and remote access tools, improving client satisfaction and reducing downtime.

Customer Service Associate Amazon
10/2018 - 10/2021

- Provided excellent customer support and guidance while dealing with complex complaints, offering an empathetic approach to maintain loyal customer relationships.
- Provided an extensive background on product specifications, usability, prices and other details when requested by customers.
- Coordinated with logistics to resolve delivery issues, resulting in timely resolutions for customers.
- Conducted in-depth product training sessions for new staff, fostering a knowledgeable and customer-focused team environment.
- Assisted in fulfilment of customer orders placed in person, via email, online and by telephone.

Associate Operations Paytm
07/2017 - 09/2018

- Open Minded
- Strategic Thinker
- User training development
- Active Directory
- End-user training
- System diagnostics
- Remote support tools
- Firewalling and routing

LANGUAGES

Tamil: C1

Advanced

English: B2

Upper Intermediate

Telugu: A2

Elementary

- Streamlined the technical support ticketing system, improving response times and tracking of issue resolution progress.
- Coordinated with external support services to resolve complex technical problems that required specialised expertise.
- Tailored support and advice to non-technical users, enabling them to utilise technology more effectively and confidently.

EDUCATION

Advanced concepts of Networking
HP winter Training Nodal centre - Bengaluru, 12/2015

CompTIa A
NIIT, 08/2017

CompTIa N
NIIT, 08/2017

Diploma: Computer Application
CSC, 07/2011

B.E: ECE
Sri Krishna College of Technology

TRAINING

- Diploma in Computer Application, CSC, 01/15/11, 07/15/11
- Advanced concepts of Networking, HP winter Training Nodal centre, 12/16/15, 12/31/15
- CompTIa A+ Certification, NIIT, 08/22/17
- CompTIa N+ Certification, NIIT, 08/22/17