**Resume**

**Isha Tyagi**

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**M-162, Partap Vihar Ghaziabad 201009.**

## **About**

* Over all 5+ years of experience **Technical Support/Voice/Email Support/BPO**.
* Good Knowledge of IT Recruitments, included full life cycle Recruiting & end to end process.

**Summary**

* Knowledge of full IT recruitment life cycle.
* Knowledge for conducting technical screening of candidate.
* Knowledge for scheduling interview with Account Manager and respective technical interviewer.
* Ability to regular follow up with selected candidates until they joined the project
* Discussed with higher officials to understand different requirements and client needs
* Ability to positively and quickly resolved consultant/client conflicts if any
* Ability to build, develop and maintain relationships with IT Professionals locally and nationally
* Knowledge of VISA types like **US Citizens , Green Card , H1B , OPT, CPT** etc(VISA).
* Knowledge of Tax Term **like W2, C2C,1099**(Tax Term ) and Time Zones.
* Knowledge for IT recruitment for Contract/Full Time/Contract to hire Opportunities. Inform applicants of job duties and responsibilities, compensation and benefits, Interviewing and then negotiating with the identified consultants

**Education**

* Uttar Pradesh Technical University**, MCA** · (2011 - 2014)
* CCS University Meerut, **BCA** · (2011 - 2014)
* 10th UP Board 2006
* 12th UP Board 2008

10th

**Current Company-**

**Silver Touch Pvt Ltd**

**Software Application Support Engineer**

**April-2021- Present**

**Delhi, India**

**Past Working:**

Worked as Software application Support level-3 at **SISL Infotech pvt Ltd** deployed at **Election Commission of India**. Start date: 15-11-2017 to 31-03-2021.

Worked as Assistant Programmer in **NIC(National Informatics Center)**deployed at **AAI (Airports Authority of India)**. Start date: 1-11-2015 to 13-07-2017.

**Payroll Company Name: Velocis System Pvt Ltd, Cyber Q Consulting**

**Technical Skills:**

* **Technical Support/Customer Support/Desktop Support-** Software Application and Database Support Engineer
* **Voice Process- Telephonically, Email, Chat process, Query Resolver By Using Fresh desk Portal.**

**Role and Responsibility as Application Support Engineer:**

* Provide best-in-class customer service, problem resolution and technical troubleshooting to customer queries over phone/web/chat support channels
* Confirm customer understanding of the solution and provide additional customer education as needed
* Strong knowledge of support desk software and ticket tracking systems.
* Good communicator, capable of explaining complex technical issues quickly and easily, ensuring timely resolution of problems.
* Deliver regular and customized training to User
* Ability to Manage ticketed query system and ensuring comprehensive database of queries.
* Provide support and identify all issues and prepare appropriate documentation all issues , solution and FAQ.
* Ability to Install and prepare tools required for proper functioning of website front line

applications on regular basis.

**PERSONAL DETAILS**:-

Father’s Name : Mr. Pradeep Tyagi

Date of Birth : 20-05-1991

Marital Status : Married

Location : Noida

**DECLARATION: -**

I hereby declare that the information given above is true to the best of my knowledge and belief. Date: -

Place:-

**ISHA TYAGI**