

RUBINA YEASMIN



CONTACT

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OBJECTIVE

To secure a challenging position in the technical support field, where I can utilize my knowledge and experience of 6 years to provide quality customer service. Seeking an opportunity to work as a Technical Support professional in a reputed organization.

SKILLS

- Troubleshooting Desktop and Laptop
- OS Installation
- Firewall and Antivirus
- Azure Active Directory
- TCP/IP protocol
- Microsoft office 365
- Windows 10
- Ticketing system
- Salesforce
- Internet, VPN
- VDI
- Team viewer, Microsoft Teams, Quick assist
- Remote Troubleshooting
- DHCP
- Basic Networking Concept as per ITSM
- Jira
- ServiceNow tool

LANGUAGE

- ✓ English
- ✓ Bengali
- ✓ Hindi

EXPERIENCE

Johnson Controls

07.04.2022 -

Technical Support Specialist I

18.08.2023

- Real time support to field technician via team viewer, Microsoft Teams, Quick assist, remote access from USA and Canada to find solution for fire detection devices, different software programming and hardware module..
- Handling of a team of 15 personnel.
- To understand the new issues and making documentation for R&D Dept.
- Operate and maintain lab equipments.

Concentrix Convergys Services India Private Limited

29.10.2020 -

26.03.2022

Advisor II, Technical Support

- Assist external/internal users of the client's technical products or services; identify, investigate, research and provide resolution to user questions and problem.
- Troubleshoot basic to complex customer issues that are technical in nature; including hardware, software, networking, windows 10, windows 7, Firewall, Antivirus, RAM, Internet issue, Hard Drive, Virtual machine.
- Follow appropriate escalation path to resolve technical issues; including making follow up outbound calls to customers or other parties as needed
- Meet all KPIs in timely manner.

Concentrix Daksh Services India Private Limited

01.12.2017 -

03.10.2019

Sr. Representative, Operations.

- To solve customer queries by inbound and outbound calls and handle the business deal for future growth.
- Service denial and objection handling as per business requirements.
- Handling client and customer Query. Maintain and solve process related paper work.

Sketch Me Global

03.04.2015 -

Web Solution Architect

30.09.2016

- Design entire website, using HTML, CSS, Bootstrap, J-Query,
- Planning, designing, testing, implementing, interactive technologies and applications.
- Creates, maintains, and updates websites, mobile, and social media apps. The overall web architecture and guides the development teams.

EDUCATION

West Bengal University of Technology

2014

M'Tech in Computer science and engineering
8.09

West Bengal University of Technology

2008

B'Tech in Computer science and engineering
7.21

West Bengal State Council of Technical Education

2005

Diploma in Information Technology
73.4 %

West Bengal Board of Secondary Education

2002

Secondary Education
47%