

# ANIMESH SINGH

SR.IT/Software Support Specialist

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Ability to be self-directed and work independently, with strong organization and documentation skills. Good documentation practice and basic knowledge/understanding of **Jira, Zendesk and Salesforce**. Excellent judgment and decision-making capability, applying knowledge of regulations in practical manner to support the business in a compliant fashion. Prior experience in front line technical support position highly desired or solid in shell usage and basic system commands love to work with other people across the globe. Great communicator with ability to adjust to cultural differences. Excellent teamwork skills along with the ability to assess and initiate corrective actions. Interfaces with customers to resolve **1st and 2nd tier/escalation** customer service calls/queries/problems.

## Professional Experience:

- Support user productivity and collaboration SaaS applications ( **Slack, Zoom**, etc)
- MacBook, Windows Laptops/Desktop : OS Upgrade/Patches, Troubleshooting, Installations, Imaging, Hardware Repair.
- IT Self Service. • G Suite/ Office 365/Atlassian/ Slack Administration.
- Support **G Suite, O365 applications**
- Check of **Jira** help desk **Zendesk** tickets and routing to the correct IT resource based on routing contact list.
- Add, modify **Azure Directory** groups to provide the access
- Add, modify user directory in **ZOHO** platform for Timesheet management and Expense submission
- Working knowledge of Agile (**Scrum and Kanban**) methodologies
- Hands on with the design and implementation of **JIRA templates, team boards, dashboards, custom fields, workflows, and schemes**



## Skills

- ◆ Support Ticket System Management, Help Center
- ◆ IT support Engineer
- ◆ Software Support
- ◆ Quality Analyst
- ◆ Java,SQL
- ◆ Jira, Zendesk,O365,Zoho



## Work History

### Feb 2020 - **Support Specialist**

**Current**

*Globalization partners, Indore, MP*

- Inspire, guide, support and motivate team, provide direction, and manage performance
- Work with client IT department or DBAs to troubleshoot the problems like network connectivity issues or server performance problems
- Escalating issues to Product Development, Product Management, and/or Operations teams and managing their resolution
- Work with external customers to assist in resolving problems of the product within their environment
- Understand "Enterprise Solutions" products to provide in-depth technical assistance to both clients and field support staff
- Work closely with the Product Support Manager and Development teams to provide customer feedback
- Work closely with product management team to provide customer feedback and assist in product direction
- Document results of our product in **JIRA** workflows and process audits
- Able to show in depth knowledge of confluence, **Jira, Zendesk and salesforce**
- Configuring & managing development & testing sandboxes; routine application upgrades; new product evaluation
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions

### Mar 2019 - **IT Support/QA**

**Feb 2020**

*Globalization Partners, Indore, MP*

Experienced in developing and maintain overall test methodology and strategy, Documenting Test plans, Test cases and editing, executing Tests cases and Test scripts Using Manual, Analyzed User Requirements and Technical Specifications.

- Created Test plan & Script, Defect Management Templates; Created Initial test plan and developed test cases and test scripts manually.
- Used Quality Center to store all testing results, metrics, created Test Cases, and Reporting.
- Reviewed Business requirements, IT Design documents and prepared Test Plans which involved various Test Cases for all assigned module/projects; Review Test Requirements, Creating Test Plans and Test Strategy documents.
- Developed a Defects Tracking Log for the SharePoint Site to track defects while testing.
- Involved in UAT testing, SIT Testing, Regression Testing and Functional testing.
- Daily update and managed Offshore team

Oct 2016 -  
Mar 2019

## Senior Professional

*DXC Technologies (CSC-TransAmerica), Indore, MP*

- Provides escalated technical support to customers by handling systems-related issues; may provide on-call technical support telephonically and/or electronically.
- Analyzes and resolves program support deficiencies and conducts testing to enhance performance.
- Tests, integrates, maintains, and addresses escalated problems in systems environments for medium-sized projects, including integrating hardware and software, using necessary resources and personnel.
- Assists in creating basic test scenarios to be used in testing the business applications in order to verify that client requirements are incorporated into the system design
- Participates in technical reviews and inspections to verify 'intent of change' is carried through phase of project.
- Participates in meetings with clients to gather and document requirements and explore potential solutions.
- Implements and documents processes and procedures to ensure compliance with standard business practices. Assists in the implementation of training tools and documentation.

Feb 2015 -  
Oct 2016

## Subject Matter Expert

*CRM services Pvt Ltd (Teleperformance), Indore, MP*

- Manage the team efficiently to maximize agent utilization
- Tracking agent/ team performance on quality and working with the Quality and Training team to develop training schedules/ plans
- Assist the customers in troubleshoot problems with Domains, DNS, Email Configurations, Protocols, Web hosting, Internet issues.
- Troubleshoot and resolved website connectivity
- Resolved the Tier 2 issues also take care of any escalation
- Mentored and guided employees ensuring all were trained in product knowledge and capable of performing assigned duties.
- Monitored Calls and ensured they were performed according to standard testing methods, established specifications, and required protocols.

Feb 2014 -  
Nov 2014

## Senior-Associate

*Wipro Technology, Kolkata, WB*

- Responsible for maintaining hardware & software troubleshooting log and submitting a summary report to management each week.
- Coordinated with Level 1 technical support specialists to take over calls

outside their level of support.

- Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length.
- Escalated support desk tickets to Level 3 in the most crucial circumstances and after considerable time had been spent on a single ticket.
- Onboarded and trained all incoming junior tech support specialists.
- Manage JIRA service desk queue, troubleshoot, and resolve issues in a thorough, timely, and professional manner
- Provide support for remote users in addressing laptop, networking, OS, and software issues
- Desktop & Laptop OS support for Windows
- Hands-on experience with Salesforce & Tableau



## Education

**Aug 2010 - Master of Computer Applications: Computer Application**

**Jun 2013** *MCKVIE College of Engineering - Kolkata*

**Aug 2007 - Bachelor of Computer Applications: Computer Application**

**Jul 2010** *George College - Kolkata*

**Mar 2006 - High School Diploma**

**May 2007** *Xavier's School - Kolkata*

**Mar 2004 - ICSE**

**Apr 2005** *Xavier's School - Kolkata*

**Certified in Core Java Certified in ASP.Net With C#**

*CMC - Kolkata*

**Aug 2007 - Certification**

**Jul 2010** *Additional Certification*

- Professional development completed in [ASP.Net with C# ,Core Java]
- Pursuing Certification in JIRA ADMIN



## Languages

English, Hindi, and Bengali