



KUSHABHRA MISHRA

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OBJECTIVE

Goal-driven professional having a total experience of 6 years plus as a Tech Support Associate. Currently working as Senior Support engineer with Teamware solution as a partner of Microsoft.

Excellent team player who listens, thrives on collaborating with diversely talented team members, and integrates their divergent thoughts.

To work in a reputed organization with dedication and integrity to gain knowledge and enhance my skills with continuous value addition in growth of the organization. Energetic, competitive achiever who can successfully manage multiple priorities, and perform under pressure in a fast-paced, rapidly changing environment.

Highly effective verbal and written communicator with clarity of thought and expression.

EXPERIENCE

CONCENTRIX DAKSH PVT. LTD.

April 2015 - December 2016

Customer Care Executive

Customer care executive, communication.

TELEPERFORMANCE

Jan 2017 - Dec 2017

Technical Support Engineer

Process Name: Microsoft.

- Troubleshooting Windows OS and O365 products.
- Handling customers over chat and call.
- Worked on tools like ASD, LogMeIn, O365 suites.

CONCENTRIX.

Jan 2018 - Dec 2021

Technical Support Engineer

Process Name: HP Smartfriend.

Responsible for supporting offshore customer's in US/Canada over telephone. Troubleshooting Windows OS and printer issue over remote connection.

- Troubleshooting Windows OS boot issue, along with any software issues in the machine.
- Configuring new PC's, installing Windows, upgrading Windows.
- Troubleshooting Windows upgrade issues, hardware troubleshooting.
- Troubleshooting printer software, drivers, and hardware issues.
- Meeting SLA's and creating incidents.
- Worked on CDAX, LogMeIn.

MICROSOFT

Jan 2022 - Feb 2023

Senior Support Engineer

Working and supporting customers all around the globe on several technologies and troubleshooting complex scenarios for last 1 year. Currently working as a SME on NBR technologies, handling escalations, training engineers.

- Worked on two teams and several technologies in Microsoft, such as Shell, Windows Performance, Scripting, Remote Desktop Technologies etc.
- I am currently working as an SME on NBR technologies to handle complex and escalated cases.
- Have in-depth knowledge on Windows OS and related troubleshooting.
- Proficient in working and debugging with advanced logs such as Procmon, Windows Performance analyser etc.

- Have experience working with the most valued customers for Microsoft and driving several business-critical problems to resolutions.

Have experience training and mentoring engineers.

SKILLS

- Have hands on experience on Vcenter server, vmware vsphere, ESXI host.
- Have worked on boot related issues on server. (Have in depth knowledge)
- Have worked on Appx package deployment and uninstall issues, vulnerability.
- Have experience on analysing event logs, performance monitor, process monitor.
- Basic understanding of patches, SCCM, Intune.
- Basic understanding AD administration and hands on.
- Azure fundamentals and Azure console management. (L1)
- Have extensive knowledge on handling customer queries and addressing concerns as per customer's priority.
- Should be able to work any shifts.

EDUCATION

2019- 2023

Bachelor's Computer Application

Pursuing BCA from Mewar university. (Distance learning)

2011

HIGHER SECONDARY CONTAI PUBLIC SCHOOL