**ARJUN SINGH**

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**Summary**

I worked with VCustomer for 1 years 9 months as **Technical Support Engineer** and provided L1 support to the client for backup software and its configuration. Then I switched to PTC on 8th October 2012 as **Technical Support Administrator** and here I need to monitor the jobs on the server, schedule and unscheduled the work-flow and client handling. Worked with **WizIQ** **Authorgen** for 10 months from 16th Sept 2019 to 24th June 2020 as **Technical Support Engineer**  and from 27th June 2020 I am working with Eye Care Leaders as **Senior Analyst – Application Support.**

**Academic Qualification**

* 12th from DPS Bongaigaon, Assam with 2nd division
* 10th from KV NTPC Badarpur, New Delhi with 2nd division
* BCA from **JAMIA HAMDARD UNIVERSITY**
* SQL basic knowledge
* Working experience with Informatica and Kettel ETL tools.

**Working Experience**

* Worked with **Eye Care Leaders** as **Senior Analyst – Application Support** from 27th June 2020 to 01st March 2021
* Handling the real time scenario and providing the support for the failure observed by the Client.
* Using (InterBase) SQL for fetching out the client detail.
* Extracting the recorded data detail for the client from SQL server
* Creating and updating tickets for issues reported by clients and observed internally on Salesforce .
* Escalate the case to L3 and actively follow up the case and its progress.
* Installing the application updation on client server.
* Integrating the 3rd party software on client server.
* Application installation on client server and database configuration on IBConsole.
* Assigning issues according to the bandwidth of resource available.
* We use Share point to get the client detail and shared document.
* Creating Document and Information template for fixing known issues.
* 10 months working experience with **WizIQ** **Authorgen** as a **Technical support Engineer**
* Handling the real time scenario and providing the support for the failure observed while monitoring the Live session
* Using SQL for sending the daily session attendance to the Client.
* Extracting the recorded data detail for the client from SQL server
* Creating and updating tickets for issues reported by clients and observed internally on ZOHO CRM.
* Escalate the case to L2 and actively follow up the case and its progress.
* Assigning issues according to the bandwidth of resource available.
* We use ZOHO CRM to get the client detail and information.
* Creating Document and Information template for fixing known issues.
* 5-year 2-month working experience with PTC as a **Technical Support Administrator**. Last working day was 27th December 2017.

  **Designation**: - Technical Support Administrator

  **Responsibilities: -**

1. To monitor the Hosting servers based around the globe on Informatica and Kettle tool.
2. Debugging the informatica and Kettle job failures on SQL serves.
3. Handling the real time scenario and providing the support for the failure observed while monitoring the servers
4. To report the Client about Workflow completion/delay/failure
5. Sending Running/Success report for workflows.
6. Creating and updating tickets for issues reported by clients and observed internally on Salesforce and Service Now.
7. Escalate the case to L2 and actively follow up the case and its progress.
8. Assigning issues according to the bandwidth of resource available.
9. We use SharePoint to get the client detail and information.
10. Creating Document and Information template for fixing known issues.
* 1-year 9-month experience in Vcustomer as **Technical Support Engineer.**
1. We were providing technical support for backup software over the call and chat.
2. We helped the clients for setting their Outlook data from Windows computer to MAC computers.

**Strengths**

* Comfortable with analysis & Computers.
* Ability to work under different environments.
* Enjoy working in a team.
* Enthusiastic, Energetic and Hardworking.
* Good Communication & Interpersonal skills.

**Hobbies**

* Net surfing
* Playing Volleyball

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Date:

Place: **(ARJUN SINGH)**