

Software Support Engineer

A highly motivated, loyal, responsible and confident computer science engineering graduate with an exceptional capacity to multi-task & a flair to work in target-driven corporate milieu. Smart team player with crisp communication skills, reliable judgement, equally efficient in performing solo. Proven records of excellent attendance and punctuality. Strong inter-personal and customer handling skills, regardless of types and backgrounds. Self-starter, eager to learn and expand the horizons of knowledge and skill.



PERSONAL INFO

: 26/04/1991 Visa Status : Company visa



KEY SKILLS

- Analytical Skills
- Relationship building
- © Time management
- Extremely organized
- Attention to detail
- Clear communication
- Excellent customer service skills
 - Software skills

Problem solver

Team player

Competent

Highly dedicated

Reliable

- .Net
- Core Java
- SQL
- © C, C++
- Networking(SAN, NAS)
- MS Office
- Oracle



EDUCATION

- Bachelor of Engineering (BE)
- Training on ORACLE DATABASE 10g -Introduction to SQL &Administration Workshop.
- Course on DOTNET.



LANGUAGES

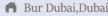
English

Malayalam

Tamil

Soorya Mol R

soorya9223@gmail.com 🔒 Bur Dubai,Dubai





EXPERIENCE

A HIGHLIGHTS

- 4+ years of experience in technical Support Engineer and recruitment executive
- · Considered for Team Lead position within one year of service in Mass media.
- Excellent team handling and managing skills up to 12 members.
- · Sound knowledge in .net and core Java.
- · Managing team performance and progress.
- · Well versed in OS installation and application support.
- · Experience in website and portal management and e-commerce support.
- · Writing database queries.
- **d** Coordinator July 2019 - Nov 2020
- **৵** Fix Squad LLC Dubai UAE

Coordination between Sharaf DG and sales team over networking devices.

- Query handling for Etisalat and SDG about firewall & access point (Sonic wall and Meraki device)
- · Document Verification for SDG and negotiation.
- Keep track record of daily maintenance and maintain and submit detailed daily reports
- Generate monthly reports and categorisation on maintenance for salary computation of employees and follow up with SDG for processing of salary.
- Generate estimate based on field reports from sales for networking devices (TP link) and coordinate with customers
- Handle customer coordination from receiving devices for maintenance/ to providing updates on progress, generate and process quotes, negotiate
- Handle online responses and communication with the online customers, social media marketing and other online customer support.

1 Technical Support Engineer | → Mass Media Kerala March 2014- Dec 2018

Ernakulam, India

- · Provide technical assistance and support related to educational ERP.
- Response to query run, diagnostic program, isolate problem, determine and resolve problems.
- · Provide prompt and accurate feedback to clients.
- · Ensure all proper log of issues.
- · Follow up with clients to ensure that tickets are fully functional after trouble shooting.
- · Query handling and customer complaints resolution
- Provide viable customer support for online processings and e-commerce.
- End user level testing of new modification and application of ERP.
- · Preparing custom report as per the user requirement.

In Iteration ■ In Iteration ■ Iteration May 2013 - Jan 2014

Ernakulam, India

- · Web designing, data base creation, coding, debugging.
- · Analyzing requirements, developing assigned modules and unit testing.
- Testing modules for required functionality.
- · Report development ERP
- · Team coordination.

Declaration

I hereby declare that the above-mentioned information is accurate to best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.