



Soorya Mol R

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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

D.O.B : 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
- Problem solver
- Team player
- Reliable
- Competent
- Highly dedicated

Software skills

- .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



EXPERIENCE

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.



Coordinator

July 2019 - Nov 2020



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 payments etc.
- Handle online responses and communication with the online customers, social media marketing and other online customer support.



Technical Support Engineer

March 2014- Dec 2018



Mass Media Kerala

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.



Jr. Software Programmer

May 2013 - Jan 2014



Soften Technology

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.