

## Tanjila Nisar Mulani

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**Location:** Pune

### Objective:

To work for an organization that provides me the opportunity to improve my skills and knowledge to growth along with the organization objective.

### Technical Skill:

- Work on Experience of Windows 7, Windows 8 & 10 Installation, Customization and Administration.
- Knowledge In: Setting up Wireless NIC, Local and Network Printer Setting and Configuration.
- MS Outlook Configuration, Backup and Restore Process.
- Remote Management through Team Viewer, VNC & Ammy Admin to solve Windows and Software Installation.
- Installation of various software, Application and Utilities.

### Working Experience:

- **Company:** Techbro Software Private (Payroll:Innovative Digitech Services)
- **Designation:** Service Desk Engineer
- **Duration:** 14<sup>th</sup> October 2022 to Till Now.

### Key Attributes:

- Sense of commitment & knowledge enables me to execute my tasks efficiently.
- Quality of being a good team player enables me to adjust in different situations and adapt to different environment easily.
- Self-confidence, good communication skills and Leadership quality
- Comfortable to work in different shifts and 24 / 7 environment.

### Academic Detail:

Qualification	School/College	Year	Percentage
B.Com	Smt. Mathubai Garware Kanya Mahavidyalaya	2022	74.19%
12 <sup>th</sup>	Smt. Mathubai Garware Kanya Mahavidyalaya	2019	68.31 %
10 <sup>th</sup>	Rani Saraswatidevi Kanya High School	2017	69 %

### Nature Of Job:

- Working as Service Desk Profile.
- Provide Service Desk support to approx 245 corporate users' Handle a team of 3 IT Support Engineers.
- Answering phone calls, Obtain necessary information from users to adequately describe the request or problem reported and put it into the tracking tool.
- Monitored and executed all end user calls related to IT Services.

- All mails to be read thoroughly and replied to all the concerned in case of escalation.
- Generating the tickets and aligning the Engineer of Concerned Team to solve the issue encountered.
- Coordinating with engineer, as well as with user for the update of the call.
- Closing the ticket ID with the proper resolution method followed by engineer to troubleshoot the issue.
- Taking the user acknowledgement before closing the ticket ID.
- Check and generate the Daily call report, Monthly call report
- Interacting and escalate issue with senior and follow end to end resolution.
- All mails to be read thoroughly & replied to all the concerned in case of escalation.
- Coordinate and manage relationships with vendors that provide hardware, network and other support.
- Maintaining hardware and software Inventory and follow all IT documentation process
- Knowledge and work close with service desk & ticketing software tools like remedy, footprint.
- Remote Support as per requirement through Team Viewer, VNC, Remote Desktop to solve Windows and Software issue.
- Installation, configuration and maintenance of Printers.
- Managing the installation and configuration part of all standard Software as per the company Policy.

#### **Personal Profile:**

- Name : Tanjila Nisar Mulani
- Father Name : Nisar Mulani
- Date Of Birth : 18-10-2001
- Marital Status : Unmarried
- Language : English, Hindi
- Address : Sangli, Maharashtra. Pin- 416416

#### **Declaration:**

I hereby declare that the above given information is truth in the best belief of my knowledge and if you give me a chance to work under your kind control. I will try to satisfy you with my hard work, ability and behavior.

**Place:**

**Date:**

**Signature**