

CHETANA CHANDRAHAS PATIL

IT Helpdesk Executive
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PROFILE

- IT Helpdesk Executive with 3+ years of professional experience in Information technology, Service delivery and client relationship management in Banking domain
- Has a Master's Degree in Computer Information Technology and Manual Testing

AREAS OF EXPERTISE

- Providing technical support and respond for incoming queries related to systems and software
- Ensuring that the goals of the Service Management process are achieved and within defined SLA services are provide
- Logging, categorizing and prioritizing incidents and providing initial Incident Support
- Managing hardware asset inventory through the tool management
- Good customer-service skills

WORK EXPERIENCE

Operation Executive, Dec' 2017 – Sep' 2019

Zero Microfinance & Savings Support Pvt Ltd, Vashi

- Handling banking tools like Kiosk side, CRM tool & ZMS support application
- Daily work on tickets, ensure that all issues are properly logged, Categorization and prioritization as per the defined TAT
- Take ownership of problems and follow up the status of problems on behalf of the customer and communicate progress in a timely manner.
- Ask customers targeted questions to quickly understand the root of the problem
- Provide remote support and respond for incoming issues related to software
- Installing & updating the software, resolving the technical issues which are facing on transaction
- Using Kiosk tool Adding, updating & deleting the user account

- Assigning the different Services, Activation & Authorisation, Block & Unblock user, Password reset
- In SBI Portal generating the banking & core banking statements as per the requirements
- Also generating or creating, the settlement statements & working capital reports
- In Limit portal, checking the user request and updating that request as per the bank statements
- Also creating, updating the new request of user and adding the data into database, after approving that request uploading & acknowledge it

Service Desk Engineer, July 2017 – Nov' 2017

Future Focus Infotech Pvt Ltd – Thane

- Daily work on tickets, ensure that all issues are properly logged, Categorization and prioritization as per the defined TAT
- Take ownership of problems and follow up the status of problems on behalf of the customer and communicate progress in a timely manner.
- Assigning call to support engineer/team, track till closure and update the user
- Solve routine issues and escalate complex issues based on priority
- Respond to call and email messages for customers seeking help
- Follow up with customers to ensure issue has been resolved
- Creating the Daily base, Weekly base & Monthly base reports

IT Helpdesk Executive, Dec' 2015 – Dec' 2016

Osource India Pvt Ltd, Ghansoli – MBP

- In IT Support Team, handling the Tickets related to IT Technical Issues
- Take ownership of user issues reported and see problems then categories them through to resolution Research
- Assigning, updating & closing the tickets via OTRS Ticketing tool with proper solutions
- Understanding & Detailing user issues, Answering on phone calls, Writing replies to emails & executing the services
- Managing the task by using tool Mantis & also maintain the record of hardware stock in CRM Tool
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams & manager
- Getting feedback from customers related to services
- Creating the Daily base reports & maintain tracker

EDUCATION

Master of Science, Information Technology - July 2014

Pillai's College, New Panvel

Mumbai University

Bachelor of Science, Information Technology - June 2012

CKT College, Panvel

Mumbai University

CERTIFICATION

Software Testing - Manual testing, Jan' 2017

Squad Infotech Institute, Nerul

- Project Name: BKSP Toll Management System - 6 months
- Testing Process: Requirement Analysis, Identification of Test Scenarios, Test case writing, Test case execution, Reporting and Tracking Defects

SOFTWARE SKILLS

- Operating Systems - Windows XP/7/8 & 10
- Database - MS Access, SQL Server
- Languages - C, C++, Visual Basic, HTML, SQL Basic
- Testing Skills - Manual Testing, Black Box & White box
- Microsoft Office - MS Word, MS PowerPoint, MS Excel & Access, Outlook

OTHER SKILLS

- Basic knowledge of SQL Queries writing & Executing
- Knowledge of Software Manual Testing
- Knowledge of Networking Concepts

PERSONAL DETAILS

- Father Name - Chandrahas Narayan Patil
- Date of Birth - 30th May 1991
- Marital Status - Single
- Languages - English, Hindi, Marathi
- Hobbis - Reading Books, Surfing on Internet
- Address - B10. 902, Sector No- 4,CBD Belapur, New Mumbai 400-615

Declaration -

I, Chetana Patil, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.