

SALMAN FARIZ M

Technical Support Engineer

My Contact

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1/91-G/3-1 Kamatchi Nagar
Chinnapalayam pollachi

DOB: 23/11/1998

Technical Skills

- System Administration and Maintenance.
- System Troubleshooting Skills
- PC Configuration
- Logmein Rescue and Team Viewer Support and Administration
- Adobe Photoshop and video editing
- MS Office.

Languages

- English - Fluent
- Malayalam - Fluent
- Tamil - Native or Bilingual
- Hindi - Beginner

Education Background

- **Hindusthan College of Engineering and Technology**
  Computer Science Engineering
  2016 -2020
  Scored 80%

- **Our Lady Of Lourdes Matriculation Higher Secondary School**
  Matriculation (HSC)
  2015 - 2016
  Scored 70%

- **Our Lady Of Lourdes Matriculation Higher Secondary School**
  SSLC
  2013 -2014
  Scored 85%

About Me

As a Technical support engineer we support end users at Wipro. We acknowledge user issues and give them end to end resolution. We will work mostly on Basic System issues, VDI issues, Network issues, antivirus, security oriented, access issues and other remote eligible issues. We will support around 2lakh Wipro users globally. Advised senior personnel on potential process improvements to increase support quality and expedite ticket ful llment. Maintained response times in compliance with internal policies to support business continuity.

Professional Experience

Technical Support Engineer. | Wipro Technologies
April 2021 – Present

Key responsibilities:

- Collaborative Technical Support Engineer specializes in exploiting internal and external relationships to synergistically tackle complex issues. Elicits aid from vendors, colleagues and other external sources to improve ticket responses.
- Combines personal expertise with diverse professional relationships to support maximum support quality. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.
- Configured hardware, devices and software to set up work stations for employees.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.

System Administrator | Ctrl+Alt+Del
2020 – 2021

Key responsibilities:

- Configured hardware, devices and software to set up work stations for Users
- Customised and upgrade the PC according to user needs.
- Project Designing with Adobe photoshop.
- CCTV installation and maintanance.

Achievements

- Successfully completed the Internship Program in **"Networking"**, Organized by Kaashiv InfoTech
- Successfully completed the Internship Program in **"Hardware and Networking"**, Organized by Ctrl+Alt+Del.
- Successfully completed the Udemy Course on **"Photoshop For Entrepreneurs".**