

# Resume

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## OBJECTIVE --

Dedicated and detail -oriented Global IT Service Desk Engineer with 3.6 years of experience in providing IT technical support to Client. Proficient in troubleshooting in Software, Application, Network issue and system configuration and Onboarding /Offboarding process. Managing incidents and request and ensuing IT operations. Adept at offering excellent customer service while maintaining a focus on system optimization and end-user satisfaction.

## EDUCATION –

- BTech in ECE, Marks – 76%, MACET Patna , Session – 2017-2021

## TECHNICAL SKILL –

- Operating system – Windows 10/11, MAC OS
- Ticketing tools – Service now
- Software – Microsoft office 365, outlook, teams, Active directory, Remote desktop tools, Active directory, VDI jump server, Driver installation, SAP logon,
- Remote tools – LogMeIn, Ivanti, SCCM, Any Desk, TeamViewer
- Database – SQL
- Coding Skills – HTML, CSS, JavaScript
- Hardware – PC/Printer Configuration, Device setup and configuration
- Onboarding and Offboarding process

## CERTIFICATIONS –

- 1) ITIL4 Foundation from NTT Data Learning and certification institute
- 2) GenAI certificate from NTT Data Learning and certification institute
- 3) C Language Certification from Mega Soft institute

## PERSONAL INFORMATION -

- DOB-23-01-2001
- Passport no. - W9957948
- Passport validity -09-02-2033
- Address - Phulwari Sharif Patna Bihar
- Language – English, Hindi, Urdu

## SOFT SKILL–

- Good Communication Skills both verbal and written
- Strong problem-solving ability and critical thinking
- Customer oriented with a focus on providing excellent service
- Time management skills, able to prioritize tasks effectively in a fast-paced environment
- Team collaboration and ability to work independently with minimal supervision.
- Proficient in interacting with users and managing incidents to solve their concern

## EXPERIENCE –

### 1) Global IT Service Desk Engineer at Wipro Technology (Deployed by Trigent Software LTD) // April 2022 to 2024

- Provide L1.5 support to technical support for (Hardware, Software, network, Application) issues to Client across multiple locations via. Calls, Chat, Calls, Teams.
- Handle incidents and request via email, phone, chat, ensuring timely resolution according to service level agreements (SLAs)
- Troubleshoot and resolve issues related to operating system MAC OS. Office 365, Networking, VPNs and Various business applications.
- Maintain accurate documentation in the ticketing systems (eg- ServiceNow) For all incidents, requests including resolutions, escalation and follow-up.
- Collaborate with IT teams for escalations and problem management, improving first contact resolution rates
- Helping users to provide recovery key.
- Assist with onboarding and offboarding process
- Support remote users and ensure VPN connectivity while helping in troubleshooting remote access issues
- Helping in endpoint security tools (e.g. – Zscaler)

### 2) Global IT Service Desk for Client project in NTT Data Service // October 2024 to Present

- Provide L1.5 support to technical support for (Hardware, Software, network, Application) issues to Client across multiple locations via. Calls, Chat, Calls, Teams.
- Handle incidents and request via email, phone, chat, ensuring timely resolution according to service level agreements (SLAs)
- Troubleshoot and resolve issues related to operating -system Windows 10 /11. Office 365, Networking, VPNs and Various business applications.
- Maintain accurate documentation in the ticketing systems (eg- ServiceNow) For all incidents, requests including resolutions, escalation and follow-up.
- Collaborate with IT teams for escalations and problem management, improving first contact resolution rates
- Assist with onboarding and offboarding process
- Helping users to provide BitLocker.
- Support remote users and ensure VPN connectivity while helping in troubleshooting remote access issues
- Helping in endpoint security tools (e.g. – Zscaler, MacAfee)
- Add users in group by using Active Directory.

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