

Amalraj M R

L1/L2 SUPPORT ENGINEER

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PROFESSIONAL SUMMARY

L1/L2 Support Engineer with 4+ years of experience resolving hardware, software and client requests for 100+ end-users. Proficient in JIRA, Office 365, Teams and Active Directory, with a 95% first-call resolution rate. Reduced ticket escalation by 40% through root-cause analysis and collaboration with L3 teams. Certified in ITIL Foundation and skilled in Windows/Ubuntu troubleshooting, SQL, Office 365 and remote support.

Experience

Nuvento Systems | L1/L2 Support Engineer **2021-Present**

- Delivered 24x7 Technical support for multiple projects simultaneously, Improving ticket resolution time by 60%
- Collaborated with R&D Teams to improve testing model accuracy, achieving 90% deployment success rates and faster go-to market timelines.
- Reduced escalations by 40% using root-cause analysis and documentation of recurring issues.
- Maintained server uptime, reducing critical outages by 20% and ensuring uninterrupted client operations.

Nuvento Systems | Junior Engineer **2020-2021**

- Provided technical support across multiple projects, reducing issue escalation rate by 40% and increasing client satisfaction.
- Diagnosed and resolved server-side issues contributing to seamless client operations and SLA adherence.
- Streamlined client request workflows, ensuring faster resolution and compliance with SLA benchmarks.
- Provided 24x7 support for 100+ users, resolving 60+ weekly tickets (e.g., password resets, Permission previleages, OS errors).

Education

University of Madras, BCA **2016-2019**

Expertzlab Cochin, Python data science **2019**

Core Competencies

- L1/L2 Technical Support | Incident Management

- Ticketing Systems: JIRA, Zendesk
- Remote Tools: TeamViewer, AnyDesk, Microsoft Remote Desktop
- IT Infrastructure: Active Directory, Azure, VPN
- SLA Compliance & ITIL Framework
- Server management & optimization.
- SQL, Python, Powershell scripts.
- Client Relationship Management.

CERTIFICATIONS

- Microsoft Certified: Azure Database Administrator Associate | 2023
- Google Analytics Certification | 2023
- IBM Cloud Core Certification | 2023
- Databricks Lakehouse Fundamentals |2023
- ITIL Foundation