

JOBIN THOMAS ALUMMOOTTIL

TECHNICAL SUPPORT ANALYST

CONTACT

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EDUCATION

MCA Integrated

APJ Abdul Kalam Technological University

2021

Class 12

Sunrise English Private School, Abu Dhabi, U.A.E. (CBSE)

2016

Class 10

GEMS Our Own English High School, Abu Dhabi U.A.E. (CBSE)

2014

TECHNICAL SKILLS

- Windows, MacOS, and Linux.
- Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform (GCP).
- TCP/IP, DNS, DHCP, VPN, firewalls, and routers
- TeamViewer, AnyDesk, and LogMeIn
- Troubleshooting hardware devices & diagnosing issues related to hardware components

PERSONAL SKILLS

- Troubleshooting
- Time management
- Communication & Interpersonal skills
- Administrative & Organizational skills
- Attention to detail & Problem Solving abilities

PERSONAL PROFILE

Date of Birth : 20 January 1999
Sex : Male
Nationality : Indian
Marital Status : Single
Visa Status : 10 year UAE Golden Visa
Driving License : UAE Driving License
Language Proficiency : Arabic, Hindi, English & Malayalam.

REFERENCES

Available on Request

PROFILE

Experienced Technical Support Analyst with 1.5 years of experience in providing technical assistance and support to end-users. Possesses excellent analytical, problem-solving, and communication skills, with a strong ability to diagnose and resolve software and hardware issues. Skilled in using help desk software and remote access tools to deliver exceptional customer service and support. A proactive team player committed to maintaining high levels of customer satisfaction.

WORK EXPERIENCE

Technical Support Analyst

DispatchTrack, Hyderabad

Dec 2022-May 2023

- Perform root cause analysis and resolve all the technical and non technical issues of international customers.
- Integrate DispatchTrack with other software.
- Monitor the production infrastructure and escalation protocols.
- Synchronize the same to be used as a reference in future and coordinate with the Development team.
- Should be able to work on the data formats such as XML, CSV.
- Knowledge of Manual Testing.

Senior Assistant Helpdesk Technician

DXC Technology, Bangalore

Nov 2021- Dec 2022

- Answers help desk telephones for assigned account(s) and responds to customer inquiries to ensure customer needs are met.
- Assists customers in resolving technical problems on assigned by providing guidance regarding software and hardware problems.
- Resolves and/or refers more complex technical problems through a defined escalation process.
- Follows up with customers to ensure that their inquiries are resolved within the contracted or agreed upon time frame.
- Logs and tracks inquiries using a problem management database and maintains history records and related problem documentation.
- Identifies, evaluates, and prioritizes customer problems and complaints to ensure that inquiries are resolved appropriately.

CERTIFICATIONS/ WORKSHOPS

Digital Skills: Mobile Accenture| June 2021

AWS Academy Graduate- AWS Academy Cloud Foundations

Amazon Web Services (AWS)| May 2021

Automate the Boring Stuff with Python Programming Udemy| May 2021

Cybersecurity Virtual Case Experience PwC | April 2021

GO-TO-MARKET: MBA Asia Virtual Experience Program Microsoft| April 2021

GIT-HUB Hands-on Workshop GitHub| January 2021

Arabic language- Non Arab Abu Dhabi Education Council, UAE 2014

ACADEMIC PROJECTS/SEMINARS

MAIN PROJECT-Online Examination System

- Scope: A software solution that allows institutes to arrange, conduct and manage examinations via a web application. PYTHON IDLE| Django| SQLite| CSS

MICRO PROJECT- AWT (Abstract window toolkit) Controls

- Scope: API to develop GUI or window-based applications in Java.

MINI PROJECT-Online Examination System

- Scope: System that provides an online test simulator to take online examinations. HTML5| PHP| MySQL| CSS

SEMINAR ON IEEE PAPER- Authentication by Encrypted Negative Password

- Scope: Securing passwords and making devices secured from intruders.
- Paper presented at National Conference on Emerging Computer Applications in June 2021

JOBIN THOMAS ALUMMOOTTIL

TECHNICAL SUPPORT ANALYST

TO WHOM IT MAY CONCERN,

I am writing to express my interest to be a part of your firm. I recently completed my Masters in Computer Applications with 1.5 years of experience in the field. My education has provided me with a solid foundation in computer applications and programming languages, including Java, C++, and Python. My work experience has allowed me to hone these skills and apply them to real-world projects.

In my current role as a Technical Support Specialist, I have gained expertise in troubleshooting, resolving technical issues, and providing exceptional customer service. I possess a thorough understanding of software and hardware systems, along with the ability to analyze and diagnose problems quickly and efficiently.

Furthermore, my experience working with a diverse range of clients and supporting various applications has taught me how to communicate technical information clearly and effectively to individuals with varying levels of technical expertise. I have a proven track record of exceeding customer expectations and ensuring their satisfaction with the support they receive.

I am a quick learner, and I enjoy keeping up with the latest technological advancements in the field. I am a team player and have experience collaborating with cross-functional teams to deliver high-quality projects on time.

I am excited about the opportunity to join your organization and contribute to its success. Thank you for considering my application. I look forward to discussing my qualifications further in an interview.

SINCERELY,

JOBIN THOMAS ALUMMOOTTIL
