



## ARCHANA BABURAJ

Application Support Analyst

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**Location:** Al Karama – UAE

### SUMMARY

Dedicated Application support analyst skilled in customer service and handling ticketing system. Proven ability to provide exceptional client service. Adept at communication and problem-solving, ensuring client satisfaction and retention. I believe that my technical, functional, and communication skills will enable me to face a challenging career ahead through long-time commitment, contributing to the company's growth and in turn ensuring personal growth within the organization.

### PROFESSIONAL EXPERIENCE

#### **Tata Consultancy Services – India**

##### ***Application Support Analyst***

*July 2022 – Dec 2023*

#### **Responsibilities:**

- Communicate with Energy delivering utility US client to resolve the application's server-side issues without breaching the SLA, provide relevant reports, and answer queries regarding the application - **Genetec Security Center**.
- Successfully maintain business relationship, provide regular updates about incidents, issues promptly and politely.
- Monitored the Client Genetec Security Center Application. And resolved issues on the server side on the failure of cameras loading by collaborating with other technical teams.
- Initiate better cooperation within technical teams and Clients.
- Basic knowledge of BMC Remedy ticketing application.
- Experience in incident and change management.
- Managing a support ticket system.
- Be in charge of documentation and timely updation of information including weekly status health reports of servers and runbook of the team.
- Extend on-call support and answer client calls and address the enquiries and concerns with the assigned timelines.
- Manage Client relationships and services in a timely and accurate manner.
- Responsible for overall Client satisfaction and follow up to ensure their issues are resolved.
- Participate in regular meetings with Clients to update the timelines of action items, discuss the delivery of services, improve communications, and set expectations.
- Assist in training Support Representatives.
- Performs other responsibilities and tasks as and when required by management.
- Handle client escalations and provide corrective actions.
- Maintain accurate daily records of incidents and update the tracker sheet to the manager.
- Ensure compliance with company policies and procedures.
- Schedule regular client meetings and teleconferences to strengthen client relationships.
- Ensure that client queries are handled timely and accurately.

## **EDUCATION**

**Rajagiri College of Social Sciences, India**

*Master of Computer Applications, 2020 - 2022*

**Rajagiri College of Management and Applied Sciences, India**

*Bachelor of Computer Applications, 2017 – 2020*

**Fr. Joseph Memorial HSS, India**

*Higher Secondary – Computer Science, 2015 – 2017*

**Nirmala Public School, India**

*CBSE X, 2014 – 2015*

## **RELEVANT SKILLS**

- Relationship building and management.
- Communication and interpersonal.
- Provide Application Support.
- Keen interest in Office administration and secretary operations.
- Ability to work under pressure and multitask.
- Critical thinking and problem solving.
- Ability to work effectively in a team and fast pace environment.
- Accomplish assigned tasks before deadline.
- Strong attention to detail and the ability to work independently.
- Proficient in using MS Office suite.
- Collaborative with other members and teams.
- Lay out Customer Service accurately.

## **AWARDS**

- **Star Team Award** – In appreciation of team work and collaboration.
- Consistently maintained high customer rating satisfaction.
- Awarded the **Applause Award** – In appreciation of outstanding contribution, dedication and commitment to the organization.

## **LANGUAGES**

- English (Fluent), Hindi (Intermediate), Malayalam (Native), Tamil (Beginner), Arabic (Beginner).

## **PERSONAL DETAILS**

Date of birth: 02/03/1999

Nationality: Indian

Passport No: Y9551433

Visa Status: Visiting Visa

Marital Status: Single