



Akshay CV

Dubai UAE

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Career Summary

- IT Support engineer with 2 years of experience in resolving software and network problems improving customer satisfaction and driving overall operational improvements.

Experience

- IBS Software** April 2022 - April 2024
IT Support Engineer
 - Provided support for Airline passenger reservation management system.
 - Diagnosed and resolved software, and network issues.
 - Trobleshot customer Application software issues and follow ups till completion.
 - Coordinated with account managers and developers during major incidents and provided timely updates to clients.
 - Supported at server maintenance and deployment
 - Actively monitored the production system and environment in a continual basis.
 - Key role in incident management - prioritizing and resolving incidents follow proper escalation procedures and tracking them against various SLAs.
- Teleperformance** July 2021 - October 2021
Customer Support Executive
Worked as customer support executive taking outbound calls and solving customer queries regarding banking transactions.
- DITS** February 2021 - April 2021
PHP Developer Trainee
Worked in PHP and MySQL in developing websites using Codeigniter framework.
- Quest Innovative Solutions** August 2019 - December 2019
Python Developer Trainee
Worked in Python django framework, for developing websites with APIs.

Education

- Brindavan College** 2019
MCA
- Jamia Hamdard** 2017
BCA
- St.Michael's Anglo Indian School** 2014
HSE

Skills

- Troubleshooting hardware and software issues in Desktop, Laptops, Printer.
- Worked in Windows, Linux, Jira, Kibana, SQL, Oracle, Grafana, Winscp, Networking

Languages

- English, Malayalam, Tamil, Hindi

Personal Details

- Date of Birth : 05/02/1996
- Nationality : Indian

Declaration

- I hereby declare that the above particulars furnished by me are true to the best of my knowledge and belief.

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