




ANN MERINE JOHNSON

IT SUPPORT SPECIALIST



CONTACT

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-  Indian
UAE Residence Visa holder

SUMMARY

IT consultant with over 6 years of experience providing excellent customer support to network users and clients. Aiming to use my technical knowledge to fill your open position. Looking to serve in a responsible position at a well-structured organization where I can get the opportunity to prove myself and enhance organization's efficiency

SKILLS

PROFESSIONAL

- ITIL incident/service management
- Customer relationship
- DOTNET tech support
- Time Management
- Interpersonal Skills
- Effective Communication
- SQL, Service now, Python

EDUCATION

- **MASTERS OF TECHNOLOGY (SOFTWARE ENGG)**
BITS Pilani
2019 - 2022
- **BCA (COMPUTER APPLICATIONS)**
Madras Christian College
2015- 2018

WORKING EXPERIENCE

SENIOR PROJECT ENGINEER

Wipro || Client -MPG | 2018 - Present

- Trained in .NET with C# programming and working as Application support staff.
- Worked in developing use cases using Python scripting
- Monitoring payroll server, application status health URLs.
- Incidents and Service requests management on priority

L3 DEVELOPER/SUPPORT

Wipro || Client - GHS | 2022 - 2023

- Managed enhancements and development activities per client requirement
- Handled Monthly patching activities, SMDT, test case plan documentations.
- ITIL INC/CR/SR request fulfillment per client requirement.

L2 IT SUPPORT ENGINEER

Wipro || Client - BestBuy | 2018 - 2022

- Support L2 troubleshooting activities, analyze app issues.
- Took ownership of the team's shift roster, delegating tasks and scheduling work hours,
- Educate the rookies about the project.
- Handled monthly server patching, KT documents and wiki creations.
- Develop/help team with automation use cases using Python scripting