



# BINCY CHERIYAN

## IT SERVICE DESK ADMINISTRATOR

### WORK EXPERIENCE

#### ➤ **HEMMERSBACH INFO TECH [Service Desk Agent]** **JAN'22 – MAY'23**

- Communication to customer through mails, chats and telecommunication to identify issues.
- Address problems and requests by transmitting information or providing solutions.
- Manage daily operations, collaborating with senior management to ensure smooth functioning of the office and Regular collection distribution, dispatch & tracking of incoming /outgoing couriers & Mail respectively.
- Proficiency in working with Microsoft tools such as Word, Excel, Power point and outlook and Assist with the preparation of presentations, reports, and other materials as assigned.
- Maintain accurate records and files, ensuring confidentiality and security of sensitive information.
- Handle other administrative duties as assigned by the Management.

#### ➤ **TASC (SERCO/DOH PROJECT) [HEALTH CARE HELP DESK AGENT]** **JUL'21 – DEC'21**

- Manage high volume of inbound/outbound call, email, and queries to identify COVID-19 close contacts and provide information to monitor patient's health and prevent the spread of the illness.
- Inform and educate cases on quarantine/isolation procedures. Conduct interviews in a professional manner that reflects.
- Acted as a resource person by providing public health information to the general community.
- Prepare accurate and complete reports and ensure to maintain the confidentiality as per DOH regulations.
- Coordinate contact tracing efforts with supervisor and/or team leads.

#### ➤ **PRECISION INFOMATICS (Client – HPe) [IT SERVICE DESK AGENT]** **FEB'18 – MAR'21**

- Assigning and providing guidance to the system Engineers in Central board of exercise and Customs sites to resolve IT technical issues.
- Develop and maintain confidential departmental employee files, documents, and databases.
- Act as the single point of contact to the customer for all types of IT service requests.
- Coordinate all support groups to ensure maximum utilization of billable resources.
- Communicate with customers as required: keeping them informed of incident progress, as well as notifying them of impending changes and agreed outages.
- Co-ordinate employee recruitment process and conduct departmental training and conduct the human resources orientation for new hires.

### KEY SKILLS

- ✓ Excellent communication, interpersonal and customer service skills.
- ✓ Proven experience as an IT help desk support or similar role.
- ✓ Proficient typing and data entry skills.
- ✓ Proficiency with MS Office (Outlook, Word, Excel).
- ✓ Ability to diagnose and resolve basis IT technical issues.
- ✓ Ability to work under process and meet the deadlines.
- ✓ Ability to multi-task and adapt to changes quickly.

### DECLARATION

I do hereby declare that the above given details are true to the best of my knowledge and belief.

Dubai, UAE

BINCY CHERIYAN

### CARRER OBJECTIVE

To work with a highly challenging environment with constant learning and facilitating growth within the organization, that offers opportunity in career and professional advancement to constantly upgrade my knowledge and skills to make a difference in whatever I do.

### EDUCATIONAL BACKGROUND

- ❖ **Master of Computer Applications**  
Mahatma Gandhi University  
(2014 – 2017)
- ❖ **Bachelor of Computer Science**  
Mahatma Gandhi University  
(2011 – 2014)

### PERSONAL DETAILS

- **DOB:** 15<sup>th</sup> Jan 1994
- **Nationality:** Indian
- **Gender:** Female
- **Marital Status:** Married
- **Languages Known:** English, Tamil & Malayalam

### VISA/PASSPORT DETAILS

**Passport No** : U2353530  
**Date of expiry** : 22-11-2030  
**Place of Issue** : Trivandrum  
**Visa Type** : Sponsor/Family Visa  
**Visa Number** : 201/2023/3/533599

### CONTACT DETAILS

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