



BINCY CHERIYAN

IT SERVICE DESK ADMINISTRATOR

WORK EXPERIENCE

➤ **HEMMERSBACH INFO TECH [IT SERVICE DISPATCHER AGENT]** **JAN'22 – MAY'23**

- Communicating with customers via emails/telecom/chats to identify IT issues.
- Address problems and requests by transmitting information or providing solutions within the Service Level Agreement (SLA).
- Professional assignment of the appropriate service technician and closely follow-up until the issue is resolved.
- Handled and resolved queries, escalations raised by customers/clients and internal operations.
- Maintain the documentation, compile, and submit accurate, regular, and timely reports as required.
- Receive and dispatch orders for products and deliveries along with monitoring and action all the IT tickets accordingly.

➤ **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.
- 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 basic IT technical issues.
- ✓ Ability to work under high pressure 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:** 15th 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

CONTACT DETAILS

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REFERENCE(S):

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