ELIAH PRADEEP PITTA

Desktop Support Tron Associate

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SUMMARY

Enthusiastic Desktop Support Associate with 3 years of experience in IT solutions, specializing in Windows OS troubleshooting. Successfully led multiple efficiency improvement projects, saving significant costs and enhancing service quality. Eager to contribute to a collaborative team environment focused on elite client service. Adept at charting and graphing data for effective reporting and visual presentation, known for conducting extensive research on defective trends to identify areas for improvement. Excellent in data collection, entry, and problem solving. Committed to delivering accurate and high-quality results in a timely manner.

EXPERIENCE

Desktop Support Tron Associate
Amazon Development Centre India Pvt. Ltd

📅 12/2018 - 11/2020   📍 Hyderabad, India

- Provided first-level technical support to end-users, troubleshooting hardware, software, and network issues, resolving an average of 20 tickets per day with a 90% first-call resolution rate
- Resolved complex software issues for over 500 employees, resulting in 95% issue resolution success rate.
- Escalated unresolved issues to appropriate support teams, ensuring timely resolution and effective communication with end-users.
- Managed and maintained inventory of computer hardware and software, tracking licenses and ensuring compliance
- Created and led training workshops for end-users on Microsoft Office Suite, increasing software competency by 35%.
- Installed, configured, and maintained desktop and laptop computers, including operating systems (Windows, macOS, Linux - specify which ones), software applications".
- Supported over 300 users with desktop, laptop, and printer connectivity issues, achieving a 90% first-call resolution.
- Devised a system monitoring protocol, which reduced downtime by 25% across all client endpoints.
- Instructed a team on proper software installation, ensuring 99% compliance with company software policies.
- Upgraded all company endpoints to Windows 10, improving efficiency and compatibility with current software.

PROJECTS

Monitoring Tickets

Participated in IT projects, such as deployments, software upgrades, and office relocations

Helpdesk Ticketing System Enhancement

Manage the rollout of a new company-wide software application, including testing, configuration, and user support.

Analyzing Inventory System

Using Tableau we analyzed the In-bound and Out-bound opertaions in our inventory.

KEY ACHIEVEMENTS

🏆 **Team Excellence Award**
Received for leading a project that improved productivity by 60% through process automation.

⭐ **Outstanding Service Recognition**
Awarded for maintaining a 99% customer satisfaction rate through exceptional support services.

🎖 **Client Growth Facilitator**
Helped grow client base by 45% through successful remote support implementation.

💎 **Hawk Eye - Best Accuracy**
Early Bird - Swift Learner

AREA OF EXPERTISE

HTML, CSS, Basic JS, MY SQL, Eclipse, NetBeans, Visual Studio, Windows, Linux, Mint Os, Ubuntu, Raspbian Os, XAMPP, Arduino, Raspberry pi, sensors, Application monitoring and support, People Management, OS Troubleshooting, Network Handling and Troubleshooting, Tableau, Presentation and Public speaking

EXPERIENCE

Acting SME - Tron Associate

Amazon Development Centre India Pvt. Ltd

📅 12/2021 - 12/2021   📍 Hyderabad, India

- Provided remote support services, contributing to 45% growth in our client base through reliable and flexible solutions.
- Provided excellent customer service and technical support to end-users via phone, email, and in-person, effectively communicating technical information in a non-technical manner
- Developed and maintained user documentation and training materials for common software applications
- Linking Tableau to various data sources like databases, spreadsheets, and cloud-based platforms.
- Using Tableau Prep or other tools to clean, format, and prepare data for analysis. This may include handling missing values, inconsistencies, and data type conversions.
- Conducting initial data analysis to understand trends, patterns, and outliers. This might involve creating basic visualizations and summaries.

EDUCATION

Bachelor Of Computer Science And Engneering.

Swarnandhra College of Engineering & Technology

GPA **7.10** / 10

📅 10/2014 - 04/2018
📍 Seetharampuram, West Godavari

PROJECTS
- INTERNET SPEED READER — Web Based Application
  SOFTWARE TOOLS : Brackets& Notepad++
  WEB BROWSER : Chrome &Edge
  LANGUAGES : HTML, CSS, JS.
- SMART APPLIANCES — IOT Based Application
  SOFTWARE TOOLS : Brackets & Notepad++ & Android Studios
  WEB BROWSER : Chrome &Edge
  LANGUAGES : HTML, CSS, JS
  HARDWARE : Raspberry Pi3 & Sensors.
- CRIME FILE MANAGEMENT— Web Based Application
  SOFTWARE TOOLS : Brackets& Notepad++
  WEB BROWSER : Chrome &Edge
  LANGUAGES : HTML, CSS, JS.

SKILLS

Software Troubleshooting, Remote Support, Microsoft Office Suite, Ticket Resloving, Data visualization, Statistical analysis, Automation tools and methodologies, Data modeling and evaluation, Data analysis Problem solving and critical thinking.

LANGUAGES

English	Proficient	●●●●
Telugu	Native	●●●●