




**MAKKATTU THEKKATHIL
PERUMON P O
PERUMON
KOLLAM
KERALA
INDIA
PIN 691601**

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Phone 
+91 9747570533
Personal Details

Date of Birth
31/05/1982

Place of Birth
Perumon,Kerala,India

Gender
Female

Nationality
Indian

Religion
Hindu

Marital status
Married

Passport Details

Passport Number
Y 5794662

Date of Issue
13/07/2023

Date of Expiry
12/07/2033

Place of issue
Trivandrum

NITHYA O

ADMINISTRATION ASSISTANT & COMPUTER OPERATOR

Professional Summary

Savvy expert experienced in troubleshooting computer hardware and software issues in customer-focused environments. Possesses comprehensive knowledge of standard operating systems, networking protocols and technical support procedures. Skilled in identifying and resolving complex technical problems. Experience delivering customer service and administrative excellence, including clerical support and public interaction. Excels in calendar management, scheduling, data entry and database administration. And dedicated administrative professional with successful experience in fast-paced office settings. Hardworking team player with expertise in completing various clerical tasks and offering staff support. Responsible, punctual and productive professional when working with little to no supervision.

Summary Of Skills

- Delivery Management Staff education and training
- Technical issues analysis
- Hardware and Software Repair
- Microsoft Windows and Office
- Microsoft EXcell
- Operating System Windows XP/7/8/10
- Operating System Windows XP/7/8/10
- AutoCAD
- Tally
- Printer setup
- Desktop support
- Software diagnosis
- Training Materials Development
- Computer Programming
- Time Management
- Documentation Development
- Online Chat Support
- Call Management
- System Performance Assessments
- Written Communication
- Analytical Thinking
- Adobe Creative Cloud
- Database Administration
- Customer Service
- Digital Literacy
- Customer Communication and Empathy
- Collaborative Team Player
- Technical Documentation
- Multimedia equipment operation
- Service Schedule Coordination

Education Details

- **Diploma in Computer Application Govt. of Kerala, India**
- **Pre-Degree Level PDC Pre-Degree Course University of Kerala, India**
- **Industrial Training Electronics Mechanics**
- **AutoCAD**

Languages

English- Proficient
Hindi - Intermediate
Tamil - Intermediate
Malayalam - Proficient

Hobbies

Reading
Managing
Computer Programming
Tailoring
Gardening
Teaching

Software's Knows

Microsoft Office as well as Google Suite Software

Reference/Testimonials

- **Anas Muhammed Basheer**
HOD
Mes Institute of Technology and Management
Chathannoor Kollam

 **+91 9497001881**

- **Anju Mary Varghese**
Asst. Professor
MESITAM

 **+91 9539436077**

PROFESSIONAL EXPERIENCE

- Presently Working as Computer software Instructor in MES institute of technology and management
- 3years experience as Instructor in College of Engineering Perumon
- 10 year experience as Instructor in MES institute of technology and management Worked as data entry operator and computer software instructor

Work History

- Assisted with day-to-day operations, working efficiently and productively with all team members.
- Delivered services to customer locations within specific timeframes.
- Exercised leadership capabilities by successfully motivating and inspiring others.
- Learned and adapted quickly to new technology and software applications.
- Managed phone and email correspondence and handled incoming and outgoing mail and faxes.
- Collaborated on special projects as assigned by leadership, contributing research findings or coordinating event logistics as needed for success.
- Scheduled office meetings and client appointments for staff teams.
- Managed filing system, entered data and completed other clerical tasks.
- Increased office participation in special events by creating newsletter with detailed calendars and other office updates.
- Offered assistance in implementing and developing training programs.
- Monitored system performance to identify potential issues.
- Utilized Microsoft Word, Excel, PowerPoint and Outlook.
- Prepared Excel worksheets and Word documents.
- Modeled histology data in Microsoft Excel.
- Created user accounts and assigned permissions.
- Supported all computer lab operations.
- Enhanced computer lab efficiency by maintaining and troubleshooting hardware and software issues.
- Conducted regular equipment audits to identify obsolete or malfunctioning hardware for replacement or repair.
- Streamlined lab processes through effective scheduling, resource allocation, and project management.
- Responded to customer inquiries and provided technical assistance over phone and in person.
- Generated reports to track performance and analyse trends.
- Demonstrated respect, friendliness and willingness to help wherever needed.

Declaration

I hereby declare that; all the above-mentioned details are true to the best of my knowledge and Belief.



NITHYA O