

Nirup Kumar Kodagi

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Professional Synopsis

- ❖ Experienced in ITES Industry in Web-Hosting for 3 years 5 months.
- ❖ Expert in solving setup issues such as website migration, software settings and any other initial problems.
- ❖ Assist in after setup, troubleshooting issues such as connectivity problems, data storage and security.
- ❖ Offer solutions over the email, chat and when needed communicate through virtual private servers.
- ❖ Revolve around sales of VAS & identify the needs of potential customers while linking them to services offered.
- ❖ Strong analytical and problem solving skills with good interpersonal and communication skills.
- ❖ Strong problem-solving skills coupled with technical skills for enabling effective solutions leading to high customer satisfaction as well as low operational costs.

Professional Experience

Company: Diya Systems Pvt. Ltd, Mangalore

Designation: Technical Admin Level 1, Support Team

Duration: May 2015 to Oct 2018

Diya Systems is a fully owned subsidiary of **GlowTouch Technologies**, an award-winning technology services firm delivering custom technology services to businesses of all sizes around the globe. Diya Systems is headquartered in Mangalore, India and provides custom application development services, customer and technical support, business process outsourcing, website development, IT infrastructure services and more.

Job Summary: This position, within the Support team was responsible for working on the customer issues with their domain names and websites through chat or email. Also, support regarding sales and renewals of hosting products.

Areas of Responsibilities:

- ❖ Help clients with a variety of concerns, including setup issues such as website migration, software settings and any other initial problems getting started.
- ❖ Help in troubleshooting issues such as connectivity problems, data storage and security.
- ❖ Communicating with clients to provide solutions over the chat and when needed we resolve the issue from our end through a provided platform through which we get access to our client's hosting account.
- ❖ Domain renewals, hosting plan and hosting product renewals and also sales in hosing products.

Company: AAKASH EXPLORATION SERVICES LTD.

Designation: ROUSTABOUT/FLOORMAN

Duration: JAN 2019 - TILL DATE

I have worked in Aakash Exploration Services Ltd. as a ROUSTABOUT From: JAN 2019 to FEB 2021 and promoted as a FLOOR MAN From: FEB 2021 to TILL DATE in on Rig-50 Ton Workover Rig at Ahmedabad Project.

Areas of Responsibilities:

- ❖ Rig maintenance Management, Planning and Managing all work over jobs.
- ❖ To take immediate remedial action in the event of an incipier emergency or incident.
- ❖ Operating brake handle controls, Facilitating safety drills.
- ❖ Performing regular equipment checks.
- ❖ Ensuring all operations documentation is completed.
- ❖ Mentor, Train and guide Junior right hand. in the event of an incipient or actual.

Academic Credentials

B.E. (Computer Science & Engineering) Period: 2009-2014

Visvesvaraya Technological University, Belgaum.

Institute: Mangalore Institute of Technology and Engineering, Moodabidri.

P.U.C. (12TH Standard) Period: 2007-2009

Department of Pre-University Education Karnataka, Bangalore.

College: Sri Bhuvanendra PUC, Karkala.

S.S.L.C (10TH Standard) Period: 2006-2007

Karnataka Secondary Education Examination Board, Bangalore.

School: Jaycees English Medium School, Karkala.

Core Competencies

- ❖ Excellent analytical and problem-solving skills.
- ❖ Strong ability to work in teams and collaborations and meet deadlines.
- ❖ Possess excellent presentation and interpersonal skills.
- ❖ Ability to handle multiple tasks and work under pressure.
- ❖ Desire to learn new things and implement for organizational growth.

Projects undertaken

Project Title: "GEO ALERT- Location Based Alarm System Using GPS"

Language and Software: JavaScript, XML, WML, MySQL

Description: The project GEO ALERT describes a way to help frequent travelers at various places to find the particular location on which they currently stand and also introduces favorite tourist spots when they are in front of that place by providing an alert.

Achievements and awards

- ❖ Awarded with Net Promoter Score Award for 3 months in 2015 in Diya Systems Pvt Ltd. (Net Promoter Score is given by the customer regarding the service satisfaction.)
- ❖ Awarded with Net Promoter Score Award for 3 months in 2016 in Diya Systems Pvt Ltd.
- ❖ Participated and won in State level inter-collegiate Robo-war competition.

Personal Profile

Date of Birth	: 5th Dec, 1991
Passport No.	: M4918286
Nationality	: Indian
Gender	: Male
Marital status	: Single
Linguistic abilities	: English, Kannada, Hindi

Declaration

I hereby assure that the above information is true and I will prove to be worthy of your confidence and satisfaction.

Nirup Kumar Kodagi