

Resume

MANSOOR BASHA

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Objective

Analytical professional transitioning from retail management to IT Support, bringing 7 years of hands customer service, team leadership, and process-optimization experience. Eager to apply strong communication skills and abilities to streamline support workflows.”

Professional Summary

1. Strong communication and interpersonal skills
2. Proficient in handling customer queries through calls, chat, and emails
3. Skilled in using CRM software and Microsoft Office tools
4. Fast learner with the ability to work in a team-oriented and high-pressure environment

Work Experience

| | | |
|----------------------|---|---------------------------------------|
| May 2024 - present | Ola Electric Mobility Pvt Ltd | Desktop Support |
| May2023 - May2024 | SumHR Software Pvt Ltd , India | Technical Specialist |
| Sept 2022 - Jan 2023 | Connectivity IT Solution Pvt Ltd , India | End User IT Support / Desktop support |
| Nov2020 - July2022 | CSS Corp Pvt Ltd , India | Associate |
| July 2018 - Dec 2019 | Credit Access Grameen Koota Pvt Ltd Jabalpur, India | System Administrator |
| Sep 2014 - July 2017 | Seven Servos Software Pvt Ltd., Bangalore India | Technical support Executive |
| Nov 2013 - Sep 2014 | Effort Bpo Ltd India, Bangalore | Customer Support Executive |

Technical Skills

Operating Systems: Windows (client & Server),basics

Hardware Troubleshooting: PC/laptop diagnostics, component replacement, peripheral setup

User & Identity Management: Active Directory (user/group, GPOs),

Software Installation & Maintenance: Deploying, patching, and updating applications

Security Fundamentals :window Anti virus/malware removal, patch management, principle of least privilege

Backup & Recovery: File-level backups, system restores, cloud-based backups .

System configure and updated, system assemble and disassemble .

Essel Biometric Device integration and configure and update employee the details in device, also checking the connectivity.

System formatting, updating all system driver.

Printer installation and configure the network.

IT Assets Management, Onboardings and Deboarding the employee using service now tool

Maintaining IT asset and recover the assets, also updating in the excel sheet

Tools & Technologies

Helpdesk Ticketing Systems: ServiceNow, J Track Management

Remote-Support Software: Log me application, TeamViewer, Any Desk, Microsoft Remote Desktop

Desktop Management: ,Monitoring the system , Event Viewer (basic)

Soft Skills

Communication: Explaining technical concepts clearly to non-technical users

Customer Service: Empathy, patience, de-escalation techniques

Problem-Solving & Troubleshooting: Logical diagnosis process, root-cause analysis

Time Management & Prioritization: handling multiple tickets, meeting SLAs

Teamwork & Collaboration: Working with engineers, vendors, and co-ordinate

Academic Details

- **Kendra Vidyalaya**, kudremukh CBSE
- Government **PUC college** , Kudremukh
- Bachelor of **Electrical & Electronic Engineering** from **Ghousia College of Engineering , VTU**.

Hardware And Networking Course

- Undergone through **Hardware And Networking Course** (FTNS) organized by **Rooman Technologies , Bangalore, India** under **Pradhan Mantri Kaushal Vikas Yojana (PMKVY)** the flagship scheme of the Ministry of Skill Development & Entrepreneurship (MSDE). (Dec 2017- June 2018)

Personal Details:

Date of Birth : 01-06-1985
Nationality : Indian
Marital Status : married
Languages Known : English, Hindi, Urdu and Kannada

DECLARATION

I hereby declare that the above details furnished by me are true to the best of my knowledge and belief.

Date:

Place: Bangalore

(Mansoor Basha)

