

Vinothini S

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Professional Summary

Customer-focused **IT Support & Service Desk Specialist** with 3+ years of experience in troubleshooting, incident resolution, and technical support via **phone, email, and chat**. Skilled in **diagnosis, ticket lifecycle tracking, and SLA-driven response**. Proficient in **ServiceNow, JIRA, and CRM systems**, with strong **verbal/written communication** and **fast typing speed**. Recognized for delivering excellent **customer satisfaction** and maintaining high-quality service standards.

Core Skills

- **Customer Support Channels:** Phone, Email, Live Chat, Remote Support
 - **Technical Skills:** Troubleshooting hardware/software, Root Cause Analysis, SOP-based resolution
 - **Service Operations:** Incident Management, SLA/SLO Adherence
 - **Tools:** ServiceNow, JIRA, CRM Systems, Remote Desktop
 - **Workplace Skills:** Communication (Verbal/Written), Fast Typing, Analytical Problem-Solving
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Professional Experience

Operational Analyst

Bajaj Allianz Insurance Co. Ltd | Coimbatore, India |

- Provided **first-level support** for internal teams by responding to process-related queries via email and phone.
- **Diagnosed and resolved** workflow and operational issues using structured troubleshooting methods.
- **Escalated complex cases** to higher-level teams while ensuring SLA adherence.
- Created and maintained accurate **documentation of issues and resolutions** for knowledge base updates.
- Collaborated with cross-functional teams to improve **service efficiency and end-user satisfaction**.

Technical Support Specialist

Namecheap Web Services | Coimbatore, India

- Responded to customer issues via **chat and remote tools**, maintaining SLA-defined response times.
- Diagnosed and resolved technical issues, providing **root cause assessments** using SOPs and internal knowledge base.
- Ensured accurate **ticket tracking and documentation** in ServiceNow/JIRA.
- Delivered **customer-facing updates** on bug progress and escalated issues as required.
- Consistently maintained high **customer satisfaction scores (CSAT)**.

Technical Support Associate

Sutherland Global Services | Chennai, India

- Provided **first-level support via chat** for global customers, ensuring timely resolution of tickets.
- Logged all cases in CRM tools, ensuring accurate record-keeping.
- Delivered support for common IT issues including **password resets and configuration assistance**.
- Promoted to **Escalation Team** for handling complex troubleshooting and customer escalations.

Education

Bachelor of Engineering (B.E.) – Computer Science and Engineering

Additional Highlights

- Exposure to **Google Workspace tools**: Gmail, Drive, Calendar, Meet, Docs, Sheets, Slides, Forms.
- Familiar with **Service Desk methodologies**.