

* Troubleshooting
* Managing Escalations
* Problem Solving.
* Zendesk knowledge

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Social

**Vidukrishnan P**

**Name**

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* Knowledge of MS word, Excel, and Outlook.
* Team Management.
* Change Management.
* Adaptability.

2015-present

Highlights

Bachelor of Technology in Computer Science and Engineering.

Kannur University.

Vimal Jyothi Engineering College

2010-2014

Education

Pole To Win International

Taking ownership of escalated technical issues and seeing problems through to resolution.

Researching, diagnosing, troubleshooting and identifying solutions to resolve technical issues related to PC, Network, Mobile & Consoles.

Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams. Maintain a client-level.

Communication over email/chat to ensure that the process standards and requirements are met.

Ensure that the process and product related updates are delivered to the Tier 1 community on a timely manner.

Monitored and reviewed team performance and performance goals Audit scrubs and making sure the resolution provided meets client set standard.

Experience

Profile

Senior Technical Support Representative