

# S. Vaseela Affrose

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## EXPERIENCE

**Sutherland Global Service(Randstad)** — 10/08/2020 - 12/02/2021

Customer Support Associate

- Respond to Customer Inquires in a timely professional manner via chat
- Resolve Customer Complaints and Queries
- Maintaining time management to resolve customer issues
- Maintaining Customers satisfaction with my issue solving skills

**Neurealm (Formerly GAVS)** — 06/04/2022 - Present

Servicedesk Engineer

- Provided Tier 1 Technical Support to end-users via Phone, email and ticketing systems and resolving 85% of issues on first contact
- Diagnosed and resolved software and network issues
- Managed User accounts, permissions and password resets in Active Directory and Microsoft Azure
- Created and Updated Knowledge base articles to improve team efficiency
- Supported remote users using tools like Remote Desktop and Team Viewer

NoC Monitoring and Product Consultant

- Share Product roadmap with customers and get yearly feedback
- Performed detailed Gap Analysis between versions to identify improvement areas
- Serve as a trusted partner to key accounts and stakeholders, ensuring customers achieving maximum value and satisfaction from our product
- Seamlessly integrated changes into project workflows, guaranteeing sustained high-quality results.
- Monitoring Alerts with our product and work accordingly

## SKILLS

HTML, CSS, MSOffice, TicketSystems (Manage Engine&SysAid) Active Directory, Power Bi

Handling Tickets, Data Analysis, Agile, Requirements Management, Product Management Tools, Project Documentation, Stakeholder Management

## EDUCATION

**Little Angels Matriculation Higher Secondary School**

- SSLC - 86%
- HSLC - 66%

**Mohamed Sathak College of Arts and Science**

- BCA - 73.3%

**Tamil Nadu Open University**

- M.A (Criminology and Criminal Justice) - Pursuing

## LANGUAGES KNOWN

- Tamil
- English