

Silpa Sukumaran Bindu

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Personal statement

Highly analytical and results-driven professional with hands-on experience executing a diverse spectrum of technical services, whilst thriving in challenging and deadline-driven environments. Trusted problem-solver with attention to detail, commitment to quality, identifying troublesome areas, and implementing corrective measures. Outstanding track record of executing processes related to configuring computing devices, testing, inductions, and ticketing systems. Possess in-depth product knowledge, technical background, and working understanding of complex technical systems, tools, and processes. Touting contributions as a technician; positioned to provide expertise and accuracy in the areas of broad-ranged IT services and assistance. Strive to remain well informed of technological advances/networking environment and investigate infrastructure methods to achieve goals. Demonstrated excellent interpersonal skills, able to effectively communicate complex technical information to non-technical users on all levels.

Key Skills

- Platforms& OS:** Windows 10, 11, OSX, iPad OS, Mac OS
- Tools:** Microsoft Intune, Microsoft 365 Suite, Azure AD, TeamViewer, AnyDesk, OneDrive, SharePoint.
- Key Skills:** Information Lifecycle Management, Relationship Management, Documentation & Reporting, Technical Troubleshooting.

Employment History

IT Engineer Coordinator, DNA Nudge Ltd, London

(June 2021 –April 2022)

Execute overall processes related to configuring computing devices, such as laptops, mobile phones (android and IOS), Tablets, and iPads by utilising Intune MDM inside Azure Active Directory. Develop and organise documents inside the QT9 in the work order system. Conduct overall IT inductions and monitor and maintain asset register.

- Delivered exceptional support by addressing and resolving support requests and technical concerns regarding information technology.
- Established and implemented solutions to improve productivity, streamline operations, and enable faster access to critical information.

IT support technician, DNA Nudge Ltd, London

(Feb 2020-Aug2020, Mar 2021-June 2021)

- Coordinated all aspects of helpdesk and ticketing system to generate multiple tickets by leveraging Open Project. Executed seamless processes involved in developing and deploying test case and test procedure documents for boxes.
- Provided box support and technical training to nurses in Nudge box covid testing in multiple hospitals.

MBA Placement in Software Testing Management, DNA Nudge Ltd, London

(September 2020-March 2021)

- Executed technical services for seamless testing, such as box, capsule, and applications. Created test cases and reports for boxes.
- Updated firmware for box and capsules, whilst gaining knowledge of relevant technologies.

Education

Master of Business Administration, University of Northampton

(September 2019 – September 2021) - Merit

Master of Engineering in Computer Science and Engineering, Anna University Chennai

(September 2014 – June 2016)-First Class

Bachelor of Engineering in Computer Science and Engineering, Anna University Chennai

(August 2010 – May 2014) -First Class

Training and Certifications

- CMI level 7 Diploma in Strategic Management and Leadership.
- Participation certificate in “LoopHole-Ethical Hacking Workshop”.
- Certificate of Completion in 50 hrs of training in “Android Technology”.

References

References are available upon request.