

# ANJU GEORGE

## Technical Support Executive

Industrious Research Executive highly effective at optimizing research and obtaining relevant data by carefully targeting plans. Proficient in the operational needs and best practices of Information Technology, and driven to improve Data gathering. Prepared to leverage 6 years of progressive experience to take on new role with long-term potential.

## Contact

### Phone

+91 9562737224

### Email

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### Address

Cochin,India

## Education

2016

### B.E Electronics And Communication Engineering.

Anna University,Chennai.

## Expertise

- Microsoft Excel,Word,Power point.
- CRM,CCM
- ADOMS
- Data Connect,Superreceptionist
- PUTTY
- Windows 7/8/10

## Languages

English

Malayalam ,Tamil

## Experience

### ○ 2018-Present

CNCData,Cochin.

#### Tele Research Executive

- Responsible for gathering and analyzing data, maintaining and constantly improving quality of an organization's data, and collaborating with the research team to present data in a convincing way.
- Perform various functions in effectively maintaining and improving the quality of a company's data.
- Supervise, plan, and coordinate, and conduct research and program evaluation activities for the company Coordinate, develop, and initiate, and respond to information and data requests received from within the organization to allow for evidence-based and data-informed policy.

### ○ 2017 - 2018

Light Roots And Lighting Solutions,Cochin.

#### Business And Technical Support Executive

- Oversee the sales process to attract new clients.
- Work with senior team members to identify and manage risks
- Maintain fruitful relationships with clients and address their needs effectively
- Build contacts with potential clients to create new business opportunities Keep prospective client database updated Make cold calls for new business leads Support in writing new business proposals Maintain knowledge of all product and service offerings of the company Arrange meetings for senior management with prospective clients Follow company guidelines and procedures for acquisition of customers, submission of tenders etc.

### ○ 2016 - 2017

Asianet Satellite Communication Pvt Ltd,Cochin.

#### Technical Support Executive

- Provide technical and network problem resolution to end-users (customers) ,monitoring and maintaining the computer systems and the networks within an organization as well as out side clients by performing back end process.
- Worked for NOC related issues.
- Management and control of fault progression and escalation of technical support TR management and audit.
- Prioritization fault level and dispatch TR to difference principal Provide second line support resolve issues escalated from First Line Support for all common nodes for 24
- 7 on shift basis Emergency handling Customer support for network quality issues
- Support for upgrades and updates L2 level support for the Asianet broadband Prinert support for the Asianet broadband Trouble shooting RF related issues and customer complains RF team CB support NC Implementation Support Supporting Script preparation of New port assign Troubleshooting of various issues causing IP not taken & data call failure in network