

Kirty Sharma

Delhi, Delhi

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Work Experience

Cloud ops administrator analyst

Accenture - Gurgaon, Haryana

October 2021 to Present

Provide helpdesk support to end user

Technical troubleshooting

Hardware/software configuration

Software install

LAN/WLAN issue connectivity

Knowledge of MS office, Incident management, mobile and device, SharePoint, network, active directory, SAP tools

Network Engineer, German

Ericsson India - Noida, Uttar Pradesh

September 2019 to Present

- Event Management
- Incident Management
- Operational Emails and Call handling
- Network Alarm monitoring and trouble ticket creation 1st LA.
- Providing the training to new resources
- MOP preparation and working towards SLAs

Senior German Analyst

Google (Vaco- Binary Semantic)

January 2017 to September 2019

Responsibilities

Gurugram

- Understand and correctly use Google platform to support vendors and buyers in enhancing the retail selection.
- Maintaining website, updating catalogs, content, description, images etc. on detail pages of existing products.
- Escalating the loopholes, quotes to German clients
- Proactive working with multiple departments responsible for end-to-end E- commerce for a product.

Customer Care Executive, German

Concentrix Daksh Pvt. Ltd

June 2016 to December 2017

Achievements/Tasks

Gurugram

- Resolved product or service problems by clarifying the customer's complaint, determined the cause of the problem, selected and explained the best solution to solve the problem, expedited correction or adjustment; and followed up to ensure resolution.
- Referred unresolved customer grievances or special requests to designated departments for further investigation.
- Tend to do calls in Germany to the various carriers to get to know about the whereabouts of an item.

Proficiencies

- Can work independently.
- Confidence, discipline, patience, good public relationship quality.
- Task completion attitude, under time-constraints.
- Have good oral & written communication skills.
- Interactive with people.

Education

B.A. in German Language

University of Delhi - Delhi, Delhi

2013 to 2016

Skills / IT Skills

- German
- IT