Dinesh Kumar Koripalli

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**Summary**

* Experienced Technology, Product and Application support engineer with a demonstrated history of working in the information technology and services industry.
* Skilled in Service Now, Microsoft Suite, Active Directory, User Management, Client Relations, Zendesk, Customer Satisfaction, Application Management, Project Management, and Implementation.
* Received multiple awards and recognitions for my work, including the Inclusion Champion award for fostering Inclusive culture at the workplace.
* Passionate about learning new technologies, enhancing skills and an avid believer of "Learn something new every day".
* Aspiring to become a leader in the IT consulting field, manage the teams and to create a collaborative work culture.

**Skills**

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| --- | --- |
| * Project Management * Technical Troubleshooting * End User Training * Microsoft Suite * System administration * Swagger API * ServiceNow * Exchange Server * Office 365 * SharePoint * IT infrastructure and Maintenance * Windows OS * TCP/IP Protocol | * Zendesk * Active Directory * Customer support * Application Support * Desktop Support * Problem-solving and critical thinking under pressure * Knowledge management and documentation * Time Management * ITIL * Intune * Active Directory * Linux * AWS |

**Experience**

Technology Support Lead 06/2022 to 03/2024

Deloitte

* Extensive client support experience (defect resolutions & minor enhancements) through Incident/Problem/Change/Release Management for all the Deloitte tax applications by understanding business processes, requirements and resolving incidents/requests in ServiceNow.
* Gather and analyze hardware, software reported issues and critical data points to effectively prioritize while working to diagnose and assist in driving issues to resolution.
* Effectively communicate procedural, technical details to Deloitte customers and provide highly skilled phone and email support to users based on the priority of the issues and SLA’s.
* Perform technical troubleshooting, diagnostic procedures to resolve all issues with root cause analysis in unique and often complex situations.
* Follow and review knowledge base / technical solution articles and create appropriate action plans for accuracy to resolve issues.
* Train and coach junior technicians, updating, assisting colleagues and effectively monitoring CSAT’s.
* Work directly with other cross-function teams, Lead the scrum calls and spear head the team in crunch situations and during P1 issues.
* Lead the team during Manager's absence, be a Project Manager and one point of contact for everyone.
* Update the team about new product releases, test the bug fixes and new features.
* Consulting with clients to determine their specific tax software need and assist them in training on how to effectively use the software.
* Collaborating with development teams to address bugs and product enhancements.
* Keeping up to date on tax regulations and changes to ensure software compliance

Technical Support Engineer 12/2021 to 06/2022

Sense

* To find issues and showstoppers as early as possible (immediately notify the development team responsible for the failing component and drive correction)
* Handled 500 clients (US staffing industries) and assisted them on their requests and queries about the Company's SAAS products.
* Managing users access and termination requests on chatbot and messaging products.
* Create JIRA with engineering and product teams to expedite the user queries and enhancement requests.
* Handling the Zendesk tickets based on the priority and impact of the issues and trying to resolve them on timely basis to meet the SLA’s.
* Effortlessly engage with the clients and actively listen to their queries and act as a crucial resource to analyze and isolate technical issues.
* Comfortably navigate multiple applications to research solutions and multitask within various systems, all while providing patient, step-by-step instructions
* Collect feedback from the clients and provide it to development teams to enable them and to ensure required quality of the products and perform bug fixes in their future enhancements.

Support Analyst 02/2019 to 11/2021

Deloitte

* Providing technical support to end users for hardware, software, and network issues.
* Troubleshooting and resolving technical issues reported by users.
* Installing, configuring, and maintaining computer systems and software
* Creating and maintaining user accounts and access control
* Training users on how to use various software applications and systems.
* Keeping up to date with technologies and best practices in the IT support field
* Logging all support requests and resolutions using a ticketing system and provide afterhours support as needed.
* Documenting support processes and best practices for future reference
* Participate in team meetings and presentations to share analysis findings and recommendations.
* Work closely with stakeholders to understand business objectives and requirements.
* Gather data from various sources to identify trends, patterns, and insights.

Support Associate 02/2016 to 01/2019

Atos

* Providing first line technical support to customers via phone, email, or chat
* Diagnosing and resolving technical issues with hardware, software, or network systems
* Documenting customer interactions and troubleshooting steps in a ticketing system
* Escalating complex issues to higher level support or development teams
* Monitoring system performance and identifying potential issues before they impact customers.
* Adhering to established service level agreements and response times.
* Ensuring customer satisfaction through timely and effective resolution of issues
* Managing Active Directory users and groups management
* Working on Office365 and server administration.

**Certifications**

* **Microsoft** Career Essentials in Project Management
* **eMaesters** Certificate ofTrainer for IELTS

**Awards**

* Atos, **Star of the Month:** For delivering an outstanding performance and for being a great team player.
* Deloitte, **Spot Award:** For resolving the greatest number of tickets in a single month.
* Deloitte, **Applause Award:** For Creating knowledge articles, training the new hires and for taking lead as the subject matter expert in the team.
* Deloitte, **Inclusion Champion:** For fostering the inclusive work culture and conducting wellbeing activities in the team.

**Education and Training**

Bachelor of Technology **05/2016**

MLRIT

AWS Certified Solutions Architect Associate (SAAC03) Course

Udemy

Status: Present

**Hobbies and Interests**

* Cooking
* Cycling
* Swimming
* Travel
* Volunteering
* Training

**Languages**

* English
* Hindi
* Telugu

**Websites, Portfolios, Profiles**

* linkedin.com/in/dineshkumar95/