



Aswin Suresh

Date of birth: 7 Jan 2000 | **Nationality:** Indian | **Gender:** Male | **Phone number:**

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Address: Karancheriyil House, kuthukuzhy P.O, 686691, Kothamangalam, India (Home)

Address: Tata Consultancy Services, Infopark P.O, 682042, Kochi , India (Work)

WORK EXPERIENCE

3 MAR 2022 – CURRENT Kochi, India

SYSTEM ENGINEER TATA CONSULTANCY SERVICES

Technical Communication: Effectively communicated complex technical issues to colleagues and customers with diverse technical backgrounds. Explained problems and solutions in clear, accessible language, ensuring understanding among both technical team members and tech-challenged users.

Automation with Selenium: Utilized the Selenium automation tool to streamline processes and improve efficiency when working with online tools, leading to more accurate and faster results.

Network Performance Monitoring: Monitored network performance and implemented necessary adjustments to maintain optimal functionality, ensuring a smooth and efficient operation for all users.

Problem Identification and Resolution: Identified the root causes of technical problems by analyzing the symptoms and underlying factors. Developed and executed plans to resolve issues, minimizing downtime and maintaining system reliability.

Vendor Management: Collaborated with vendors, including HP, ACER, DELL, and LENOVO, to resolve hardware issues. Managed vendor relationships and coordinated hardware maintenance and repairs to ensure timely and effective solutions.

1 SEP 2020 – 26 FEB 2022 Kothamangalam, India

TELE CALLER EXECUTIVE DTDC COURIER & CARGO

Tele Caller Executive: Efficiently handle incoming and outgoing customer calls, providing detailed information on services, pricing, and parcel delivery status. Address customer inquiries and resolve issues related to parcel delivery, ensuring high levels of customer satisfaction.

Parcel Segregation and Assignment: Systematically segregate parcels based on their destination, ensuring accurate sorting and minimizing delivery errors. Assign parcels to delivery personnel according to their designated routes, optimizing delivery efficiency and speed.

Communication and Coordination: Maintain clear and consistent communication with customers, providing real-time updates on their parcels' status and addressing any concerns promptly.

EDUCATION AND TRAINING

10 JUN 2017 – 20 JUN 2020 Kothamangalam, India

BCA Yeldo Mar Baseliious College Kothamangalam

Website www.yeldocollege.org | **Level in EQF** EQF level 7

6 JUL 2015 – 15 MAY 2017 Nellimattom, India

HIGHER SECONDARY St.John's Higher Secondary School Kavalangad

Level in EQF EQF level 4

Level in EQF EQF level 2

LANGUAGE SKILLS

Mother tongue(s): **MALAYALAM**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C1	C1	C1
TAMIL	B2	A1	B1	B2	A1
HINDI	B1	A2	A1	A1	A1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user***DIGITAL SKILLS**

Microsoft Office | Social Media | Conhecimento de Linguagens de programacao HTML, CSS, Python | C, C++ C# | Begginer JavaScript for WebDevelopment