



ANN MERINE JOHNSON

IT SUPPORT ENGINEER

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EDUCATION

2019 - 2022

BITS PILANI

- M TECH in Software Engineering

2015 - 2018

MADRAS CHRISTIAN COLLEGE

- Bachelor of Computer Application
- GPA: 3.5 / 4.0

SKILLS

- DOTNET tech support
- ITSM incident/SR management
- Interpersonal skill
- Time Management
- Customer Relationship
- Effective Communication
- SQL, Python
- Service Now

LANGUAGES

- Malayalam ●●●●●●
- English ●●●●●●
- Tamil ●●●●●●

PROFESSIONAL SUMMARY

With over 6 years as an IT consultant, consistently delivering exceptional customer support to network users and clients. My technical knowledge and experience make an ideal candidate for your open position to showcase my skills. Eager to serve in a responsible role at a well structured organization, showcasing abilities and contributing to company efficiency

WORK EXPERIENCE

Wipro Technologies

L2 IT SUPPORT ENGINEER

05/2018 - 08/2024 Chennai

- Trained in .NET with C# programming language and worked as an application support staff
- Worked in developing automation use cases using Python scripting which saved 60% human efforts in daily tasks
- Monitoring payroll server, application status health URLs leading to business satisfaction
- Incidents and service request management helped in 76% increase in sales with my retail client.
- Managed application enhancements/development requirements from client
- Documented monthly patching activity results, SMTD's, test case results, wiki pages and KT documents for which client appreciated
- New change request fulfillment through Service Now (ITSM) per client requirement
- Support L2 troubleshooting and analyze app issues
- Drafted team's shift roaster, delegate tasks and scheduling work hours helped in seamless work environment for our team
- Collaborated with cross functional teams on time to avoid P1 issues and saved 20% of business downfall
- Educate rookies to train and speedup

KEY ACHIEVEMENT

Major Incident Handling

Had a chance to single handedly work on an issue with one of our application where I found a potential functionality break within the system and alerted developers to fix the issue during first month of my career