CHRISTO SAJU

IT SUPPORT ENGINEER

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PROFESSIONAL SUMMARY

Highly analytical IT SUPPORT ENGINEER with a proven track record of managing End to end incident lifecyles within strict SLA timelines.Expertly bridges gap between Front end user support and back end database operations,utilizing sql for data Retrieval,updates and maintenance

INDUSTRIAL EXPOSURE

Intern 2021 – 2021

CERTIFIED IN PLSQL

Covers SQL fundamentals ,Queries,Joins,Functions, and database concepts

Good starting point before PL/SQL specializations

IT SUPPORT ENGINEER 2023 – Present

ASIRVAD MICROFINANCE LIMITED

- Translated complex database and technical concepts into clear, user-friendly explanations while guiding users through step-by-step troubleshooting over phone and remote support.
- Utilized advanced SQL queries to safely retrieve, update, and purge production data, resolving complex back-end software issues while maintaining database integrity.
- Delivered high-quality phone and remote desktop support by diagnosing technical issues efficiently and translating complex technical information into practical, easy-to-follow solutions for end users.

EDUCATION

BACHELOR IN ENGINEERING 2021

EASA COLLEGE OF ENGINEERING AND TECHNOLOGY

DIPLOMA IN COMPUTER SCIENCE 2017

ST.MARYS INSTITUTE OF TECHONOLGY

PRO.SKILLS

- Remote Support Tools
- SLA Compliance & Ticket Resolution
- Software Installation and Support
- System Monitoring
- PLSQL
- Technical Support & Trouble shooting
- Active Directory Administration
- Email Support

PERSONAL STRENGTH

- Self Motivated and Hardworking
- Good time management and organizational skills

INTERESTS

Remote Support | End-User Support | Ticket Management | Hardware Management | Software Installation and Support

DECLARATION

I declare that the information furnished above is true to the best of my knowledge and belief.