

# Selva Krishnan M

DATA ANALYST

## Profile

Proficient in data manipulation and analysis tools such as SQL, Python, and Excel, with hands-on experience in statistical analysis and data visualization techniques. Strong problem-solving skills and a passion for extracting insights from complex datasets to support informed decision-making. Adept at learning new technologies quickly and collaborating effectively in team environments. Motivated to apply academic knowledge and practical skills to contribute to organizational success as a Data Analyst.

## Employment History

### Customer Support Engineer, Conquer Care Technologies LLP, Chennai

08/2023 - Present

- Provided technical assistance to customers via phone, email, and live chat, resolving 100+ inquiries per day with a 95% customer satisfaction rating.
- Diagnosed and troubleshooted complex software and hardware issues for enterprise clients, utilizing remote desktop tools and knowledge base resources to expedite problem resolution.
- Collaborated closely with cross-functional teams, including product development and quality assurance, to escalate and resolve critical issues, resulting in a 20% reduction in average resolution time.

### Desktop Support Engineer, Onward Technologies, Chennai

01/2021 - 10/2022

- Provided comprehensive technical support for desktop systems, resolving 25+ tickets daily related to hardware, software, and network connectivity issues, maintaining a 90%+ resolution rate.
- Deployed, configured, and maintained Windows and macOS operating systems, software applications, and peripheral devices, ensuring compatibility and optimal performance across 500+ workstations.
- Implemented proactive hardware and software maintenance protocols, including timely system updates, patches, and antivirus scans, resulting in a 40% reduction in system downtime and a 25% decrease in cybersecurity incidents.
- Collaborated with cross-functional teams to implement IT projects, such as hardware refresh cycles and software rollouts, adhering to project timelines and minimizing disruptions to end users.
- Provided end-user training and documentation to empower employees with self-service troubleshooting skills, reducing support ticket volume by 20% and fostering a culture of IT literacy within the organization.

## Education

### Bachelor of Science Statistics, St. Joseph's College, Tiruchirappalli

06/2017 - 11/2020

## Personal Details

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DATE OF BIRTH

23 JAN 2000

## Courses

### PYTHON, Skill-Lync

10/2022 - 05/2023

### EXCEL, Skill-Lync

10/2022 - 05/2023

### POWER BI, Skill-Lync

10/2022 - 05/2023

## Skills

Python Developer

Tableau Developer

Power BI

Excel

MySQL

Technical issues analysis

Software Upgrades

Hardware knowledge

## Languages

TAMIL

ENGLISH