

# Austin Charles

SUPPORT ENGINEER AT MICROSOFT

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## SUMMARY

Experienced System Administrator with a demonstrated history of working in the Information technology and Services industry. Skilled in Windows Server & Windows Core Components. Strong information technology professional with a bachelor's degree focused in Electronics and Communication from VTU



## EXPERIENCE

### Support Engineer

**Microsoft Singapore R&D** Oct 2018 - Present

- Provide technical support and troubleshooting for premier/Enterprise customer on Windows servers and client operating system.
- Member of the Windows Reliability team and work on support topics such as OS Performance and No Boot.
- Meet customer expectations and engage in escalations or resources from other teams for collaboration to maintain Consistent Customer Experience
- Work on OS performance issues for Client and Server operating systems from Windows 7/8/10 and Server 2003 to Server 2008/2012/2016. Server hang, Slowness, Application Crash, Application Performance and leverage internal diagnostic tools as well as Performance Monitor, Process Monitor, Process Explorer, RamMap, VMmap, Procdump.
- Deployment, Configuration, and break-fix for issues with Azure rapid response team.
- Share internal triage in the team about technologies

### Sr. Systems Admin Consultant

**IBM Data Technologies** Aug 2016 - Apr 2018

- Worked with SE2 Project on Linux and Windows Platform
- Managing Three-tier Architecture (Web Server, Application Server & Database Server)

### Sr.Transaction Associate

**DELL Technologies** Mar 2015 - Aug 2016

- Worked with Deutsche Bank Project
- Responsible for handling all the applications of DB and back end support
- Worked with service now and db symphony applications



## SKILLS

|                       |           |
|-----------------------|-----------|
| Windows Performance   | ■ ■ ■ ■ ■ |
| No Boot               | ■ ■ ■ ■ ■ |
| Application Support   | ■ ■ ■ ■ ■ |
| Customer Relationship | ■ ■ ■ ■ ■ |
| Linux                 | ■ ■ ■ ■ ■ |



## LANGUAGES

|         |           |
|---------|-----------|
| English | ■ ■ ■ ■ ■ |
| French  | ■ ■ ■ ■ ■ |
| German  | ■ ■ ■ ■ ■ |
| Spanish | ■ ■ ■ ■ ■ |



## HOBBIES

Reading Books  
Playing Tennis  
Blogging  
Exploring New Places



## STRENGTHS

- Good Communication Skills
- Smart working & Dedicated
- Passion to learn new things & Innovative



## EDUCATION

**Bachelor of Engineering**  
**Columbia University New York, NY**  
- Jun 2013