



Timinn Stewart

TECHNICAL SUPPORT ASSOCIATE

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PROFESSIONAL SUMMARY

Two years of working experience in IT operations and accumulated skills like technical troubleshooting, team management and process training. Critical thinker who addresses client support issues quickly and who consistently exceeds performance standards.

SKILLS

- Enthusiasm for knowledge sharing and people growth. Good spoken and written etiquette. Quality focused and proactive.
- Excellent technical problem solving
- LAN/WAN design and implementation using Cisco routers, hubs and switches. Router configuration using IP protocols like RIP (V1, V2), OSPF and EIGRP. Clear understanding of Sub-netting, IP addressing and OSI model
- Software: Windows operating system, MS Office applications, Cisco Webex, Jabber, Windows remote assistance, Active directory and Software centre.

EXPERIENCE

Technical Support Associate

Google Inc, United States Oct 2017 - Present

- Provided support to IBM External commercial account end-users across North America, EMEA, and Asia-Pacific via Chat, phone, and email.
- Handled complex technical issues, document solutions, and effectively provide timely resolution to all product-related technical issues experienced by clients. Provided remote infrastructure support and performed problem cause analysis. Monitored backlog tickets to meet the Service level agreement. Engaged concerned teams to work on high priority issues to deliver timely resolution. Analyzed the priority of the case and involved the Incident management team to declare a global issue when necessary.
- Collaborated with colleagues and other internal organizations to provide superior customer service. Maintained good communication and build a rapport with the clients.

PROJECTS

Detection of plant leaf diseases using GLCM AND SVM

Domain: Image Processing and Machine Learning

This project includes algorithms that segment the infected areas of leaf and classify them to a particular disease based on its features

EDUCATION

Electronics and Communication Engineering

New York Institute of Technology Aug 2013 - Jun 2017

CERTIFICATION

My Certifications

- Cisco Certified Network Associate - Routing and Switching training (2019)
- Certificate received for presenting a technical paper on "DNA Cryptography using Diffie-Hellman technique" in 3rd

National conference on Communication and Image processing - NCCIP 2017

- Certificate received presenting a technical paper on “Leaf Based Disease Detection Using “GLCM and SVM” in 3rd National conference on Communication and Image processing - NCCIP 2017

LANGUAGES

English



German



French



AWARDS

AWARDS AND ACCOMPLISHMENT

- Performer of the year 2019
- Over all performer for Q3 2019
- Productivity Champ - Q1 - 2019
- Q2 award for the month of July 2018
- The Top gun performer for the month of July 2018, June 2019.
- Maintained 100% customer satisfaction and quality scores
- Completed a couple of courses in Your learning and achieved the badges.