Vishaa Jaya Chandran

+60 166250018

jayachandranvishaa@gmail.com

Klang, SEL, Malaysia

https://www.linkedin.com/in/vishaa-jaya-chandran/

To whom it may concern,

I am an IT professional with a Bachelor's Degree in Business Computing from the Management and Science University. I have had over 3 years of hands-on experience in IT support with exposure in some of the computer technologies listed on my curriculum vitae, and exceptional with technical case studies and documentation. I have created several web-based business applications and integrated database software for a responsive website.

I offer a combination of unique skills and competencies which I have developed through a lengthy and rewarding career. I have honed both hardware support and software programming skills while being proficient in management and customer experience skills. In both current and previous roles, I have contributed to organizational improvements, collaborative team efforts and attainment of key business targets.

My attached curriculum vitae outlines all that I could offer your organization. Here's the overview:

- 6 years of robust MNC experience
- Excellent professional and technical skills garnered
- Awards and Certification earned for both personal and professional achievements

I look forward to the opportunity to discuss my credentials and how my expertise can help your organization. Please feel free to contact me for additional career details and qualifications. Thank you for your time and consideration of my candidacy.

Sincerely,

Vishaa Jaya Chandran

Enclosure:

Curriculum Vitae

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Professional Summary

An IT professional with 3 years of robust experience in providing excellent technical support and customer service in a blue-chip organisation, involving both hardware & software and End User Computing. Detail-oriented team player with strong organizational skills. Additional technical skills are DevOps, MySQL, Hardware Support, Operations Management and Software Programming, and am currently venturing into Data Analytics.

Work Experience

Senior Technical Support Engineer
Concentrix, February 2020 – Present
- Provide Level 1 & 2 diagnosis and resolution of incidents / requests raised (onsite or remote) and track the progress of resolution
- Responsible for general IT administration (i.e.: technical documentation, request for quotation, create purchase order, etc.)
- Liaise with supplier/vendor to obtain and prepare quotations for IT related equipment and peripherals
- Facilitate analysis on operational data to detect, rectify operational issues and upstream processes - then cascade collated feedback for sense-making, improving policy formulation and metrics
- Real Time Escalations/Supervisory Calls for Technical/Policy related

Recruitment Associate
Robert Walters, August 2017 – February 2020
- Interviewing & screening of potential candidates through advertising platforms such as social medias and referrals
- Manage a full cycle of recruitment activities from candidates sourcing, interviews, offer managements to on boarding arrangements
- Execute sourcing strategies to constantly develop and maintain talent pipeline for ongoing and upcoming openings across the Singapore & Malaysia
- Consolidate talent market insights and data to influence and formulate talent attraction strategies

Intern
Ricojaya, October 2016 – March 2017
- Organize, install and support an organization's computer systems and Ricoh MFPs
- Set up accounts & workstations and troubleshoot issues & outages
- Ensure security through access controls, backups and firewalls

Vishaa Jaya Chandran

Education

Bachelor's in Business Computing (Hons.)
Management and Science University, Shah Alam,
Malaysia, February 2018 – February 2022
CGPA: 3.5/4.0, Graduated with Upper Second Class
Honours
Final Year Project Title: SmartJob Portal

Diploma in Information Technology (Programming)
Ungku Omar Polytechnic, Ipoh, Malaysia,
June 2014 – June 2017
CGPA: 3.39/4.0, Graduated with Upper Second Class
Final Year Project Title: Zainal Kembara Booking
System

Awards & Certifications

Best Final Year Project 2017, Bronze Medalist
Ungku Omar Polytechnic, Malaysia

Best Innovation 2017, Bronze Medalist
UniKL, Malaysia

Introduction to DevOps by IBM
Certified on May 2023

Introduction to Agile Development and Scrum by IBM
Certified on May 2023

Skills

Professional
Customer Service
Operations
Vendor Management
Supplier Management
BCP
Problem Solving
Communication
Creativity
Time Management

Technical
MySQL
PHP
C++
HTML
Microsoft Windows 7, 8, 8.1, 10 and 11
End User Computing
Printer/MFP
Basic Networking
Microsoft365

Languages

English: Professional
Tamil: Native/Bilingual
Malay: Native/Bilingual

Referee & Remuneration

Available upon request