# COVER LETTER

DIVYA J

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Chennai 603002

[Divyaammu1296@gmail.com](mailto:Divyaammu1296@gmail.com)

7598714730

Dear Hiring Manager,

I am writing to express my interest in the English teaching position at your institution. I recently completed my TESOL/TEFL certification and am enthusiastic about beginning my teaching career. With passion for language and a commitment to creating engaging learning environments I am excited to support students in their English language journey.

During mu certification I developed skills in lesson planning, classroom management and fostering an inclusive and supportive atmosphere. I am eager to bring my knowledge and enthusiasm to your institution and help students achieve their language goals.

Thank you for considering my application. I look forward to the opportunity to contribute to your team.

Sincerely,

DIVYA J

[Divyaammu1296@gmail.com](mailto:Divyaammu1296@gmail.com)

Mahendra city, Chengalpattu 603002

Cell phone: 7598714730

DIVYA J

# EDUCATION

SATHYABAMA UNIVERSITY, CHENNAI: BIO INFOMATICS AND ENGINEERING (2013- 2017)

SRV HI TECH Matriculation School for Girls, NAMAKAL: 12th BOARD (2011-2012)

# PROFFESSIONAL DEVELOPMENT AND TRAINING

TESOL TEFT (2024) CHENNAI

# ADDITIONAL SKILLS

• Software installation

• System configuration

• Technical Support

• Network troubleshooting

• Software installation remote servers

# PROFFESSIONAL EXPERIENCE

## TECH MAHINDRA (2018-2019)

Role: Technical Support

Designation: Customer Service professional

• Handled VPN issue, Networking issue.

• Direct contact to client using phone (Avaya), emails and chat.

• Technical issues on VPN, Networking

• Installed all type of software application in user’s device by remote in user’s device using

RDP tool and remote configuration tool.

• Troubleshooting Office issues/ Mapping Drives in user’s device using Remote tools.

• Monitored networks and network devices to resolve technical problems quickly.

• Maintained flexible schedule and responded to after-hours and weekend emergencies.

## HCL TECHNOLOGIES (2019-2019)

ROLE: Remote Desktop Support

Designation: IT Analyst

• Software installation and all issues related to applications and deployment for new users.

• Responsible for end-to-end activities for all severity 1 and severity 2 incidents across all

towers

• Serving as the central point of contact during the critical incident and facilitate the

sharing of information and operational awareness so a new package is created for the

software and helping users on it.

• Working with SCCM Team to ensure faster resolution and root cause analysis for any

software issues.

• Ensuring 100% availability of network and application across client geographical

dispersed infrastructure.

• Handled L1 tasks for technical teams as additional responsibility

• Made sure that the SLA targets are achieved every month and defined internal

SLAs to exceed customer expectation

• Handled daily, weekly, and monthly Incident review meeting with client with

required deliverables.

• Made sure that Project Deliverables are sent on time without compromising the

SLA’s and quality.

• Handled review call with Customer on a frequent basis on Customer Satisfaction

and presenting the data with management.

Sutherland Global Services (2021-2022)

ROLE: TECHNICAL SUPPORT EXECUTIVE

DESIGNATION: ASSOCIATE CS-PHONE

## Norton and Lenovo:

• Troubleshooting issues regarding Norton LifeLock

• Providing support in LifeLock process which deals with data breaches, ATM overlays,

malware and viruses and mail theft and much more with helping customers identify the

threat and help them secure their data and provide a solution if so happens.

• Responsible to check after user account and make sure everything is up to date with the

Norton antivirus

• Troubleshooting user issue when user reaches out through chat and help the user check

the network security if the antivirus is running and informing the user about the features

available and making sure everything is being available as user requested.

• Providing on call resolution to user after identifying the plan user is subscribed to by

remote into user device and help the user to provide resolution faster.