



# NEETHU T THANKACHAN

IT Support Executive | Administration

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## PROFESSIONAL SUMMARY

Technical Support Executive with 2+ years of experience in healthcare IT support & Administration, Hospital Management Systems (HMS), end-user troubleshooting under the Government of Kerala eHealth project. Proven ability to provide helpdesk support, system installation, customer service, user training, and administrative assistance. Currently seeking IT Support or Helpdesk roles in the UAE.

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## CORE SKILLS

- IT Support & Helpdesk Operations
- Hospital Management System (HMS)
- Software Installation & Configuration
- System Monitoring & Preventive Maintenance
- Customer Service & Client Handling
- Technical Troubleshooting & Issue Resolution
- MS Office (Word, Excel, PowerPoint)
- PHP, SQL
- Python (Basic)
- Communication skills & Organizational skills
- Adobe Photoshop (Basic)
- End- User Training & Technical Documentation

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## EDUCATION

Master of Computer Applications(MCA)- Mahatma Gandhi University (2020-2022)

Bachelor of Computer Applications(BCA)- Mahatma Gandhi University (2017-2020)

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## WORK EXPERIENCE

### Technical Support Executive

eHealth Kerala – Government of Kerala | Pathanamthitta, India

Sep 2024 – Nov 2025

- Provided technical support for Hospital Management System (HMS) across healthcare facilities.
- Performed system installation, configuration, and routine operational checks.
- Trained hospital staff on system usage and prepared user documentation.
- Supported end users through on-site and remote assistance.
- Resolved technical issues and coordinated with internal support teams to minimize downtime.

### Admin cum Customer Service Executive

CSC Centre | Pathanamthitta, India

Nov 2022 – Jul 2024

- Delivered customer service through front desk, phone, and email support.
- Maintained accurate records and processed government service applications.
- Assisted citizens with online portals and digital services.
- Handled client queries and ensured timely resolution of service requests.

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## CERTIFICATION

Python for Data Science – NPTEL (Course and Proctored Exam Completed)

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## ADDITIONAL INFORMATION

Nationality : Indian

Visa Status : Visit Visa

Availability : Currently in UAE, available for interview