**Professional Abridgement**

* Ten months of experience of selling computer and computer products through phone and face to face.
* A result oriented professional with over 5 years of experience in Technical Support, Team Management and Upgrade the services/appropriate products.
* Left iYogi Technical Services Pvt. Ltd., New Delhi as Escalation Engineer/FTL.
* Proficient in providing complete technical support to the customers with a team of Technical personnel which includes complete remote support and troubleshooting.
* Providing direction, motivation & training to the technical team for ensuring optimum performance and enhancing their technical skills.
* Skilled in analyzing performance of team members, assigning them targets and ensuring that they are achieved within the specified time.​
* Track record in identifying customer’s needs & presenting appropriate product / service offerings.
* Exposure in resolving escalated customer service issues.
* An excellent team player with a desire to learn and grow with the company.
* Possesses strong interpersonal skills with the ability to effectively and professionally communicate with clients.

**PROFESSIONAL EXPERIENCE:**

**Escalation Engineer:**

* Selling computer and computer products to the local people.
* Providing 100% resolution to clients for achieving customer satisfaction.
* Provided full time support to premium customers.
* Assisted in developing and implementing new knowledge base for Level 2 and Level 1 support.

**As L2 (Technical Specialist):**

* Attended and resolved computer related problems faced by home users on desktops, laptops and attached peripherals.
* Provided excellent customer service and maintained good customer satisfaction rate.
* Involved in troubleshooting operating system related issues, networking issue, email setup, printer setup, virus issues, performance issues, 3rd party software installation and maintenance.
* Rendered support on Windows Operating System issues including Vista.
* Responsible for internet troubleshooting and provided support on almost all IT Products through voice/remote session.
* Took care of wired and wireless networking, small business networking, etc.
* Involved in setting up networks, printers, scanners and all peripheral devices. etc.

**Knowledge:**

Selling the computer and it’s product to the local people.

Troubleshooting Windows Operating System issues.

**Responsibility:**

* Troubleshooting Windows Operating System issues like no boot, slow performance, no internet, viruses and spyware issues etc.
* Troubleshooting Microsoft product Microsoft Office, Microsoft Works etc.
* Anti-virus product like Norton, McAfee, Kaspersky etc.
* Handling premium and high value customer in their technical issues.

**Work Experience:**

* Worked with AVG Global Solutions from 1.3.2016-30.12.2016.

 Worked with iYogi Technical Services Pvt. Ltd from 8.11.2010-23.02.2016.

**QUALIFICATIONS:**

**Educational Qualifications:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Exam** | **College/School** | **University** | **Year** |
| B.A(Bachelor of Arts)P.U(Pre University/12th)Class-Xth | B.B.S.CDimapur Govt. CollegeG.H.S.S | N.E.H.UN.UN.B.O.S.E | 1999-20021997-19991996-97 |

**Previous CTC: 6.28 lakhs per annum (Indian currency)**