




Sunny Kumar Singh

CONTACT ME

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 U66/40 u block DLF
phase 3 Gurgaon
(122002)

Education

- Bachelor of Technology
(Computer Science) |
2014-2018
WORLD COLLEGE OF ENGINEERING
AND MANAGEMENT, GURGAON
- Sns college hajipur
12th, Bssev BOARD | 2013-
2014 65%

Skills

- Team player and go getter with flexible and positive attitude.
- Superior communication skills to coordinate various activities between department
- Microsoft Office
- Troubleshooting
- Social Media Management
- Adobe Photoshop

PROFILE

Objective: Dedicated and customer-focused Technical Support Executive with 2 years of experience in providing exceptional support and resolving inquiries. Proficient in handling customer concerns, improving customer satisfaction, and seeking to contribute my skills and expertise in a dynamic and customer-oriented organization.

WORK EXPERIENCE

Technical Support Executive

Ronin IT Solutions (August 2021 to November 2023)

- Delivered top-notch technical support to a diverse customer base, resolving software and hardware issues promptly and professionally.
- Assisted in the management of software updates, patches, and system maintenance tasks to ensure the security and stability of IT systems.
- Meet and exceed monthly performance targets, including response times, customer satisfaction scores.
- Diagnosed and troubleshooted hardware and software problems, utilizing systematic problem-solving techniques to ensure prompt issue resolution.
- Proficient in using CRM software and ticketing systems to manage and track customer interactions.