TECHNICAL SUPPORT EXECUTIVE

Ajay Singh

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SUMMARY

B.Tech in Computer Science and Engineering. Currently working as a **Technical Support Executive in HRBUZZ Staffing Solution Pvt.LTD**. My job role is providing's support and assistance to Configuring computer systems, diagnosing software issues, solving technical problems, setting up user accounts, answering to customer/Engineers, and testing new technology

EXPERIENCE

OCTOBER 2023 -PRESENT:
Technical Support Executive **in HRBUZZ S. SOLUTION PVT. LTD. Gurgaon Full-Time**
 *- Provide technical Support and assistance for Engineers   with complex hardware, Software, network, and web   Applications issues

 *- Documentation, Tracking, monitoring the problem for timely resolution.

*-Work closely with development team to understand the   Software Functionality

.***-**Solve Problems through Email, telephone-based , AnyDesk support.

.***-**Manage Project life cycles in effective manner.

*-Working knowledge of Software tools

*- Basics of networking

PROFFESIONAL QUALIFICATION

B.TECH IN COMPUTER SCIENCE (ABDUL KALAM TECHNICAL UNIVERSITY)
2020 **-** 2023

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- DIPLOMA IN MECHANICAL PRODUCTION 2015-2018

SKILLS

*-IDENTIFYING HARDWARE AND SOFTWARE SOLUTIONS.
*-Troubleshooting
*-Demonstrate an ability to troubleshoot and resolve technical issues.
*-Hardware setup.
*-SQL.

INTRAPERSONAL SKILLS
*-critical thinking.
*-Decison making.
*-Communication skills.
*_Managing customer expectations

DECLERATION

Above information is true and correct to the best of my knowledge and belief