

Tushar Gupta

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Professional Summary

Adaptable Technical Advisor with extensive experience providing first-class results. Meets job demands and deadlines through diligent work-ethic and dedication to quality.

Experience

TECHNICAL SUPPORT ADVISOR | 09/2022 - 02/2023

Concentrix - Gurgaon

- I was working as a Technical Representative of the computers of the USA and CANADA customers
- Responded to customer emails, calls and live chat regarding technical malfunctions and issues to fix remotely.
- Used remote access to navigate and link to customer computers.
- Installed and set up applications for clients, including anti-virus software and Microsoft office.
- Helped customers set up new systems, applications and software.
- Asked customers targeted questions throughout troubleshooting to determine smart solutions.
- Logged and completed reports to submit technical details to management.
- Updated software for new functionality and improved security.
- Performed recovery operations to restore systems following failures.
- Conducted tactical troubleshooting to identify faults.

Core Qualifications

- US Process
- Customer Support
- Network Troubleshooting
- Configuring LAN
- Helpdesk
- Troubleshooting Skills
- Technical Skills
- Case management
- Software update installation
- Technical issues analysis
- Hardware diagnosis

Education

Abdul kalam technical university - B.Tech/B.E

Computers, 2019

GPA: 73

Board Uttar Pradesh - Medium Hindi | XII

2015

GPA: 74.9

Board - Uttar

2013

GPA: 84.9

Interests

Jobseeker with B.Tech/B.E. in Computers currently living in Gurgaon

Languages

- English
- Hindi