

# RESUME

## Sonu Kumar Rai

Add : H-358 Hari Nagar Near Anaj Mandi  
Gurugarm-122001  
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### SUMMARY

IT Professional with experience administering, managing and maintaining computer systems and networks, Background includes hands on experience planning and implementing IT solutions for single and multi-location business. Demonstrated success in troubleshooting computer systems, optimizing access and utilization of shared information and improving efficiency of IT and business operations. Strong communication skills both written and oral.

### SKILLS

- Strong problem-solving and conflict resolution abilities
- Time management and multitasking skills
- Expert in Microsoft office
- Troubleshooting

### EXPERIENCE

Desktop Support (feb 2021 -nov 2021)

The Microbe Labs, Gurugram

- Troubleshoot problems and provide technical support for software and hardware.
- Install, configure operating systems, software applications and peripherals.
- Keeping detailed records of support request, solutions and common issues. This documentation helps in creating knowledge bases and improving support processes.

System Admin (Dec 2021 - sep 2022 )

New Diagno Lab, Gurugram

- Managed day to day office operations ensuring a smooth and efficient workflow
- Oversee the daily performance of company computers system and evaluate software program with regard to their usefulness.
- Digital marketing and making the campaign for lab growth.
- Install and configure the applications
- Configuring and troubleshooting.
- Creating and maintaining system documentation

Frankfinn (30 sep 2022 till date )

Tele Counsellor ,Gurugram

- Handling inbound outbound calls
- I have a proven track record in call support, demonstrating exceptional communication skills in assisting customers with their inquiries and issues.
- I excel in navigating complex problems, providing clear and concise information, and ensuring customer satisfaction.
- Handling mails .
- My ability to remain calm under pressure, coupled with a commitment to resolving issues promptly, has consistently contributed to positive customer experiences.
- Managing help desk tickets and ensuring timely issue resolution

**EDUCATION**

QUALIFICATION	UNIVERSITY/BOARD	YEAR OF PASSING	DIVISION/PERCENTAGE
SSC	MAHARASHTRA	2013	72
HSC	MAHARASHTRA	2015	63
BSC (C S)	PUNE UNIVERSITY	2020	49

**CERTIFICAION**

- GOOGLE DIGITAL MARKETING
- MS-CIT

**PERSONAL DETAILS**

- FATHER NAME : SHIVJEE RAI
- DOB : 06/06/1998
- LANGUAGE KNOWN : HINDI, ENGLISH, MARATHI

➤ RELIGION

: HINDU

## DECLARATION

I HEREBY DECLARE THAT ALL THE ABOVE INFORMATION IS TRUE TO THE BEST OF MY KNOWLEDGE

DATE

PLACE