

# LOKENDRA KUMAR

@ lokendrathakur9100@gmail.com

7088909204

Noida Sector 127, India  
201313

## SUMMARY

Friendly Technical Support Representative keen to help customers maximize product impact and usability. Amiably replies to all customer queries and consistently resolves client issues. Committed to improving user satisfaction numbers and supporting return patronage across all supported products.

## SKILLS

- Help Desk Support
- Software Installation
- Customer Service

## EXPERIENCE

01/2023 - 12/2023

### ***IT Support Engineer, Wayinfotech solutions pvt ltd, Noida 62***

- Provided technical support to end-users on a variety of computer software and hardware issues.
- Analyzed system logs, identified potential issues, and implemented solutions in a timely manner.
- Developed and maintained user accounts, permissions, and access rights.

## EDUCATION AND TRAINING

**Bachelor of Commerce, Accounting**  
**CHAUDHARY CHARAN SINGH UNIVERSITY**, Meerut

**Computer Course**  
**IIFA ACADEMY**, Noida 18

**IT Diploma**  
**Aentro Technology Group**, Gaziabad

## LANGUAGES

**Hindi:** First Language

**English:** A2

Elementary