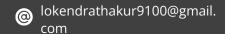
LOKENDRA KUMAR







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