Dheeraj Kumar

560 Mauli Jagran Complex, Chandigarh 160102

769-689-3179

adheerajkori@gmail.com

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# Professional Summary

Technical and Customer Support Executive with over around 7 years of successful experience in technical and Non-Technical. Recognized consistently for performance excellence and contributions to success in customers service industry

# Experience

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| Technical Support Associate, Eclerx Pvt LTD  * Provide the technical support to US Telecom Customers * Authored technical requirement documentation to suit business goals and technological limits. * Lead and support a team for one year | May 2017 – March 2021 |
| MIS Executive, Spectra Force PVT LTD  * Handle the large amount to Employee DataBase * Handle the daily, weekly and monthly reports * Handle the external Audits  MIS Executive, Swastika Contractor  * Update the records and share the reports * Handle the papers works and payments * Manage the backend as well  Customer Care Executive, Tech Mahindra Pvt LTD  * Handle the prepaid customer & dealer helpline complaint and queries * Handle the team in absence of manager and promoted as a floor support within 8 months  Education  * Graduation in mobile computing and Cloud Spacing from Punjab Technical University, Chandigarh in 2020 * One year computer Software Diploma from Kurukshetra University, Haryana in 2006  Skills  * Basic Computer knowledge * Good Knowledge of MS office, MS Access and Excel (Database) * Good knowledge of Python with Selenium and C++ * Remote problem Resolution * Troubleshooting (technical) * Good Knowledge of Window 10, 8 and previous versions * Excellent diagnostic skills.  Language  * English * Hindi  Leadership Communicating goals so everyone understands them and their role in achieving them  Place & Date | Nov 2015 – March 2016  Dec 2012 – Nov 2015  Dec 2009 – Aug 2012  (Dheeraj Kumar) |