Dheeraj Kumar

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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

 LeadershipCommunicating goals so everyone understands them and their role in achieving themPlace & Date   | Nov 2015 – March 2016Dec 2012 – Nov 2015Dec 2009 – Aug 2012(Dheeraj Kumar) |