

# Mahasweta Chatterjee

## Technical Support Executive

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in <https://www.linkedin.com/in/mahasweta-chatterjee-b396681b8/>

🔗 <https://www.naukri.com/mnjuser/profile?id=&altresid>

### Professional Experience

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08/2018 – present  
Hyderabad, India

#### Technical Support Executive

*Accenture Solutions Pvt Ltd*

- A competent professional with 2 year 5 months of experience in chat and email support. Currently working in Accenture Solution Pvt Ltd
- Maintaining customer relation and ensuring customer satisfaction by understanding customer's issue and providing appropriate service and solution to their problems
- Attained proficiency in Operations, activities, customer handling.
- An effective communicator with strong analytical, convincing & relationship building skills

### Projects

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08/2018 – present

#### Google Hardware Support

*Technical Support Executive*

August 2018 – Present: Associate at Accenture in Hyderabad.

Key Result Areas:

- Providing technical support over chat and emails
- Handling Customer issues
- Used to meet Quality above 98% and CSAT above 94%

### Education

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Hyderabad, India

#### B.Com (Computers)

*Hindu College for Women*

- Graduation - B. Com computers affiliated to OU.

### Skills

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#### Technical Skills

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- Android OS, troubleshooting, customer support
- Typing Lower in English @ 40 per min

#### Professional Strength:

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- Excellent logical, analytical, organizational skills and leadership qualities.
- Strong at self learning capabilities and immense ability to group new concept and apply them.

## **Declaration**

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I hereby declare that the above information is true, complete and correct of the best of my knowledge and belief.

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**Mahasweta Chatterjee**  
Hyderabad