

RAHUL KUMAR SINGH

Bangalore, 560032

8884823832, rahulec2143@gmail.com

PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in Telecommunication & Insurance industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

SKILLS

- Switches and Routers
- TCP/IP protocol /Troubleshooting
- Installation and Programming EPABX system
- Designing and Building of MDFs
- Operating system (win 7,8 & 10) / Knowledge of Windows Server 2016
- Microsoft Office
- Hardware / Designing
- CCNA
- Customer Inquiry Management (CIM)
- Training and demonstration development
- Performance reviews
- Technical content writer
- Complaint resolution
- Report preparation
- Medical terminology knowledge

WORK HISTORY

Customer Happiness- Customer Support Executive | 09/2019 to Cont....

Go Digit General Insurance - Bangalore, KA

- Required to answer incoming calls from customers for various reasons- take orders, answer inquiries, resolve complaints and provide information regarding Insurance.
- Work closely with all team members and peer team managers to ensure open communication and consistency of work flow.
- Provide corrective actions and performance reviews, as necessary.
- Utilize problem resolution and negotiating skills to deescalate any irate customers.
- Made outbound calls to introduce prospects to the company's health insurance offerings.
- Helped take customer service calls when the customer service department was overwhelmed.

Customer Support Executive | 12/2018 to 08/2019

A P International - Kolkata, WB

- Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
- Maintain and repair Ethernet and telecom circuitry.
- Strong understanding of switching systems, mail, cabling, EPABX.
- Experienced in the design, configuration and maintenance of numerous telecom systems and hardware.
- Provided outstanding helpdesk service and support to customers.
- Install a Matrix LE, GE & NE system (PBX-Private Branch Exchange).
- Created flowcharts, diagrams and other documentation.
- Installation of routers and switches (Handling troubleshooting part like IP addressing, port up-down, cabling).
- Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content.
- Presented new technology and drafted white papers and other technical documents to complete packages.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.

Customer Support Executive | 07/2017 to 11/2018

Creative Communication - Kolkata, WB

- Managed installation, upgrade & provided on-site direction for network engineers.
- Install, maintain, test and repair Ethernet and telecom circuitry.
- Strong understanding of switching systems, mail, cabling, EPABX.
- Repairing the faulty exchange line cards.
- Installation of E&M modems.
- Installation of IPM (Integrated Protection Module) – it doesn't pass the reverse voltage in the circuit/system.
- Communicated status updates to affected parties when issues arose.

GET TRAINEE | 05/2017 to 06/2017

Arden Telecom - Jaipur, RJ

- Validated schematic designs working alongside hardware engineers.
- Supported Chief Operating Officer with daily operational functions.

EDUCATION

Poornima University - Jaipur, RJ | Bachelor of Engineering Technology

Electronics and Communications Engineering, 2017

- Graduated with 8.28 GPA

Saraswati Vidya Mandir - Dhanbad, JH | 12th

- PCM, 2013

Saraswati Vidya Mandir - Dhanbad, JH | 10th, 2011

ACCOMPLISHMENTS

Projects

1. Project Name: Installation and maintenance of EPABX (Electronics private automatic branch exchange) system under the Railway Dhanbad Division.
Duration: 12 months

CERTIFICATIONS

- CCNA (Routing and switching)
- CCNP (Routing and switching)

HOBBIES

Cycling, Travelling, Biking, etc.