

Abhishek Kulkarni

Technical Support Engineer

Qualified Engineer with 1+ year experience in the software industry, solution-oriented, and hands-on technical utility player, assisting clients with quality resolution.



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WORK EXPERIENCE

Technical Support Engineer CSS CORP PVT LTD

06/2021 - Present

Bengaluru, Karnataka

- The Technical Support Engineer is the first point of contact for the users who call HUL Sales Support via Call, E-mail and Chat.
- Associated with IT Operations in Level 1 team for HUL client for Distribution of Software.
- Support customers with the enquiries and grievances by creating the concerned tickets and resolving with priority.
- Performs initial level of problem identification and attempts to resolve when appropriate and if issue is unresolved escalate to the next level team.
- Working with multiple applications like Ikea, RSP, iteam, SalesEdge to check the issues and user profiles for troubleshooting.
- Monitor and respond quickly and effectively to requests received through ticketing tools like Fresh Service, and GoDB.
- Support Software deployment, Up-gradation, and troubleshooting the authorized softwares using SCCM tool on Laptops/ Desktops.
- Document internal procedures and assist with training of new internal support employees.
- Achieve consistent ranking in monthly metrics, including call duration, number of calls per shift and customer satisfaction ratings.
- Providing solutions to the HUL > Cluster > Sales Group.

PROJECT

Battery Operated Waste Collecting Machine. (01/2019 - 05/2019)

- Battery Operated Waste Collecting Machine from stagnant water, Ponds etc. Designed to suite cleaning wide range of waste from medium size ponds to average size lakes. Afloat by two catamaran boat, driven by custom pedals and powered by acid electric batteries, this system can be implemented scoop up the waste and thus keeps environment clean.

EDUCATION

Diploma Mechanical Engineer

KLE'S C.B.KORE POLYTECHNIC, Belagavi

06/2016 - 04/2019

64%

SSLC

K E Board's High School, Dharwad

06/2015 - 04/2016

60%

SKILLS

HTML

CSS

software testing

JavaScript

Python

SDLC

Selenium webdriver

GIT/GITHUB

JIRA

Agile

Client Engagement

Sales support

TOOLS

Freshservice

Quicksupport/ Anydesk

GoDB

CERTIFICATES

Python/JavaScript - Sololearn

SQL - Sololearn

HTML, CSS, Web fundamental - Sololearn

Manual Software Testing - Udemy

LANGUAGES

Kannada

Full Professional Proficiency

Hindi

Full Professional Proficiency

English

Professional Working Proficiency

PERSONAL INFORMATION

DOB – 4th Nov 2000

Gender - Male

Preferred work location – Pune & Bangalore