

Abhishek Pawar

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Summary

Friendly and positive professional with a passion for delivering exceptional customer service and technical support across hardware and software devices. With a proven track record in fostering teamwork and collaboration, I excel in environments that require effective communication and problem-solving skills. My dedication to continuous improvement led me to aspire towards becoming a front-end web developer, where I channel my enthusiasm and creativity into building engaging user experiences. With a blend of technical expertise and a customer-centric approach, I am poised to contribute positively to any team while pursuing my goal of mastering front-end development.

Skills

- Front-End: HTML5, CSS3, Javascript, Responsive Design
- Web Technologies: React, Redux - Redux toolkit, Tailwind, Typescript.
- Git GitHub
- Microsoft Windows and Office
- Microsoft Outlook
- Service Desk Team Management
- Issue and Resolution Tracking
- Remote Support
- Software and Hardware Technical support
- Device Installation
- ITIL Knowledge

Experience

TECHNICAL SUPPORT ADVISOR | 09/2022 - Current

Teletrac Navman - Northshore, Auckland

- Responded to support tickets within acceptable timeframe to improve customer service.
- Gathered information from end-users to troubleshoot, diagnosing hardware and software issues.
- Utilized 'Freshdesk' to record calls, emails, service requests.
- Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis.
- Maintained composure and patience by applying de-escalation techniques and positive customer support.

CUSTOMER ADVISOR | 03/2021 - 03/2022

Concentrix - Mt Albert, Auckland

- Engaged with customers and worked to resolve service issues.
- Assisted in preparation of operation plans and orders and organized flights, ticket purchases, trips, pricing and scheduling.
- Completed and generated travel documentation and detailed itineraries.
- Addressed customer inquiries via calls, providing prompt response or follow-up using 'QIK' system software to maintain updated details related to customer ticket orders, reservations and payment method.

CUSTOMER SERVICE REPRESENTATIVE | 12/2018 - 07/2019

Teleperformance - Mumbai

- Fielded customer feedback and queries, fast-tracking them for problem resolution.

- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Reviewed customer account information to determine current issues and potential solutions.

Education and Training

Eastern Institute of Technology - Auckland, NZ | Post-Graduate Diploma

Information Technology, Level 8, 07/2020

Thakur College of Science And Commerce - Mumbai | Bachelor of Science

Information Technology, 01/2017

Accomplishments

- I.T.I.L V4 Foundation, AXELOS