AJAY MOURYA

Technical Support Engineer

Eager to apply my knowledge of IT systems and problem-solving abilities to deliver efficient technical solutions and ensure optimal user experience in a fast-paced support environment.

Work History

2022-June - Current

Technical Support Executive (ISP)

Multicraft Digital Technology , Navi Mumbai , Maharashtra

- Troubleshoot and resolve technical issues on a daily basis for desktop and laptop devices, diagnose software issues, conduct root-cause analysis, and escalate tier II and tier III issues to appropriate personnel

- Co-ordinate with ISP Example (Airtel, Vodafone, TATA, Reliance)as well as fault ticket troubleshooting. Escalate the issue and take a follow up with fault ticket via phone and mails.

- Coordinate with the IT manager and technical support specialists to refine the knowledge base for recurring issues to reduce average call times by 5-10 seconds on average

2021-Jan - 2021-Oct

Senior Telecaller Executive (Recovery Department)

HDB Financial Services, Juinagar, Maharashtra

- Contact debtors by telephone to negotiate debt recovery
- Collaborate with other departments on debt collection efforts
- Persuade late- or non-payers to repay the amounts they borrowed
- Negotiate a lump-sum payment or a repayment plan
- Set up and maintain customer files and records of conversations and payments received

Education

2023 –

Master in Computer Application: (Pursuing)

IGNOU Distance Education Mumbai, University of Mumbai

2017 - 2020

Bachelor of Science: Information Technology (7.4 CGPA)

Pillai college of Arts, Science and Commerce, New Panvel University of Mumbai

Skills

HTML/CSS/ JavaScript

TailwindCSS, BootStrap

ReactJS, NodeJS

SQL(MySQL),MongoDB

Windows, Linux, Git

Software Troubleshooting & Problem Solving

Communication & Interpersonal Skills

Contact

Address
Turbhe, Navi Mumbai

Phone
7666222275

E-mail
mouryaajay7548@gmail.com

Social Profile

LinkedIn:
www.linkedin.com/in/jayesh-m-22b643150

Github:
ttps://github.com/M-jay9736