

Arya Krishna

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Analytical technical support specialist having an excellent background in ***Resolving complex network issues*** and more than 5 years of experience in Customer Service. Highly enthusiastic to learn new trade and become the subject matter expert.

SUMMARY

- Built a full-scale marketing operation digitally from ground up for Correct Equipment.
- Completely redesigned the Correct Equipment website (<https://www.correctequipment.com>) as part of this initiative by discussing my ideas with majority shareholders and implementing it single handedly in WordPress.
- Provide helpdesk (1st and 2nd level) and on-site support to end-user groups of SUGAR CRM and related systems
- Utilize operating system knowledge to troubleshoot common issues in an IT
- Adept at managing and streamlining administrative processes to reduce errors, improve accuracy and efficiency, and achieve organizational objectives.
- Proficient troubleshooter with vast technical knowledge.
- Outstanding interpersonal, customer service, leadership, and organizational skills; thrive within detail-oriented, deadline-driven environments.
- Proven track record of accurately maintaining detailed records, generating reports, coordinating meetings, and multitasking within fast-paced atmospheres.
- Excellent team player as well as a strong independent worker.

Technical Skills

- Basic scripting and networking, **Google cloud platform (GCP)**
- **Constant Contact**, Social Media Marketing – Hootsuite, Mail Chimp, Survey Monkey, Google Analytics, **Sugar CRM**
- Microsoft Office Suite: Excel (Advanced), Word (Advanced), Outlook (Advanced) & PowerPoint (Advanced), Microsoft Outlook
- WordPress, **Quickbooks**, Zoom Conferencing

Work Experience

Marketing & Technical Support Specialist (March 2019 – Present)

Correct Equipment, Redmond, WA

- With a focus on technology marketing, worked with the sales team to optimize marketing campaigns by implementing targeted interactions.
- Redesigned the Website of the company in WordPress.
- Assisted in the overall planning and implement strategies to drive traffic to our websites and social media channels
- Educated customers on products and services
- Resolving customer complaints and concerns with strong verbal and negotiation skills.
- To act as the on-site contact for all IT related incidents logged in ServiceNow, delivering high quality support across all key applications, networks, and desktops/laptops
- Listen to customers to understand problems they are experiencing to effectively diagnose the appropriate solution
- Triage and aid in prioritization of issues as they are brought to attention
- Experience with – Quickbooks, Constant Contact, Outlook, Survey Monkey, WordPress, Zoom Conferencing, Social Media, Hootsuite, and SugarCRM

Marketing Coordinator and Content Writer (Feb 2017 – Feb 2019)

BE MIND BODY SKIN, Ocean Township, NJ

- Creating, maintaining, and developing the voice of the brand in promotions, packaging, collateral, signage, advertising, and brand development.
- Create optimum resources for customers to increase audience.
- Using various software, including word processing, spreadsheets, databases, and presentation software.
- Building, editing, and publishing content (articles, recipes and slideshows). This process involves editing for both AP and in-house style, selecting and cropping primary and inset photos, writing or rewriting headlines, subheads, and photo captions, selecting and inserting internal links back to relevant on-site content, and choosing SEO-friendly meta keywords.
- Managed the company's various social media accounts and used search engine optimization skills to help strategize and create original content

EDUCATION

Graduate Degree: Master's in computer Applications (MCA) 2016-2019

Name of the University: Amity University, Gurgaon, India

Undergraduate Degree: Bachelor's in Health Sciences 2008-2013

Name of the University: Amrita University, Kollam, India

Certifications:

Google - The Bits and Bytes of Computer Networking

(<https://www.coursera.org/account/accomplishments/certificate/9SQ3KD2TGXXM>)

Google - Technical Support Fundamentals

(<https://www.coursera.org/account/accomplishments/certificate/WJDUUZHRZTT>)

References:

Available on Request

Declaration:

I hereby declare that all the above furnished details are correct to the best of my knowledge.

Arya Krishna
Kirkland, Washington
17/March/2021