

CURRICULUM VITAE

SAJAL NANDI

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Career Objective

To get an opportunity will explore qualities & keep myself update with this rapidly changing Corporate & Industrial World. Also obtain a position that will enable me to use my skills, educational background and ability to work well with people. Work at Concentrix Services India Pvt. Ltd. As Technical Support L1, Lenovo Process.

Skill Set

Organized and willingness to learn

Ability to provide step -by-step technical help, both written and oral communication in to changeable environment.

Maintain jovial relationships with client s by patient and diligent Familiarity with remote desktop applications and help desk software.

Training Attended

Proficient troubleshoot process

Diverse PC knowledge

Exceptional telephone etiquette

Product Knowledge

Soft skills

Voice process training

Quality focused

Technical Skills

- **Software Uses**– CRM (Customer Relationship Manager), LogmeIn Rescue 123 (Remote Desktop),
- **Application & Drivers Used** –Firmware& Drivers Installation, Microsoft Office Activation Issues, OS Installation Guidance
- Proper Documentation While Resolving Issues as Case Documents

Employers

Working as Advisor Customer Service, Operations CRM and Tele- *Technical support* in CONCENTRIXSERVICES INDIA

PRIVATE LTD. (Client Name : **Lenovo**) from March 15th, 2018 - June 26th, 2019

Responsibilities Handle in Concentrix

Taking ownership of customer issues reported and seeing problems through to resolution

Maintain composure and patience in face of difficult customer situations

Researching, diagnosing, trouble shooting and identifying solutions to resolve system issues Discussing with customers about issue *resolution* progress, document technical *troubleshooting in theform of notes and manuals*

Build and maintain successful relationships with service providers, dealers, and consumers

Following standard procedures for proper escalation of unresolved issues to the appropriate internalteams

Achieve consistent good rankings in monthly metrics, including call duration, number of calls and customer satisfaction ratings.

Working as *Customer Relationship Officer* in HINDUJAGLOBALSOLUTIONSLTD (Client Name : Narayana Health) from April 10th , 2017- February 1st , 2018

Educational Qualifications

Passed B. Tech. in Computer Science & Engineering, from MCKV Institute of Technology, Howrah, West Bengal.

YEAR OF PASSING	UNIVERSITY	D.G.P.A
2015	Maulana Abul Kalam Azad University of Technology (Formerly West Bengal University of Technology)	6.48/10

Passed Diploma in Computer Science and Technology, from Siliguri Govt. Polytechnic

YEAR OF PASSING	BOARD	PERCENTAGE
2011	West Bengal State Council of Technical Education	71

Passed the Secondary Education from Memari V.M. Institution (Unit-1)

YEAR OF PASSING	BOARD	PERCENTAGE
2004	West Bengal Board of Secondary Education	54.1

Personal Profile

Date of Birth : 7th September, 1988
Father's /Guardian's Name : Mr. Sanjib Nandi
Mother's Name : Mrs. Alpana Nandi
Gender : Male
Nationality : Indian
Languages Know : Bengali; English; Hindi
Hobbies : Painting, Listening Music

Declaration

I hereby declare that the above mentioned details are true to the best of my knowledge.

Place: Bangalore
Date:

(SAJAL NANDI)