

# SAJAL NANDI

## Technical Support Advisor



A1, Homes Away, E20, Near Ganesh  
Temple, Viratnagar Main Road, NGR  
Layout, Roopena Agarahara,  
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- Taking ownership of customer issues reported and seeing problems through to resolution
- Maintain composure and patience in face of difficult customer situations
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues Discussing with customers about issue, resolution progress, document technical troubleshooting in the form 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 internal teams
- Achieve consistent good rankings in monthly metrics, including call duration, number of calls and customer satisfaction ratings.



### Skills



Oral communication & Telephone etiquette

●●●●●●  
Very Good



Issues Diagnosing & Researching

●●●●●●  
Excellent



Technical support & Troubleshooting

●●●●●●  
Excellent



Documentation & Written

●●●●●●  
Excellent



Issue Resolved & User Satisfaction

●●●●●●  
Very Good

2018-03 - 2019-06



## Work History

### Technical Support Advisor

CONCENTRIX SERVICES INDIA PRIVATE LTD. , Bangalore, Karnataka

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 the form 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 internal teams

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

2012-03 - 2015-03



## Education

### Bachelor of Science: Computer Science & Engineering

**MCKV Institute Of Engineering**

243,G T Road North, Liluah, Howrah, West Bengal - 711204

**UNIVERSITY :** Maulana Abul Kalam Azad University of Technology (Formerly West Bengal University of Technology)

**D.G.P.A :** 6.48/10

2009-03 - 2011-03

### Diploma Engineering : Computer Science & Technology

**Siliguri Govt. Polytechnic**

22,Dabgram, Subhas Pally, Siliguri, West Bengal - 734004

**BOARD :** West Bengal State Council of Technical Education

- **Majored in:** Science and Technology
- **PERCENTAGE :** 71

1999-03 - 2004-03

### GED

**Memari V.M. Institution (Unit-1)**

Old Monteswar Road, Memari, Burdwan , West Bengal - 713146

**BOARD :** West Bengal Board of Secondary Education

- **Secondary Education Percentage :** 54.1



## Languages

Bengali; English; Hindi



## Software Uses

**Ticketing Tools :** CRM (Customer Relationship Manager)

**Remote Support :** Logmeln Rescue 123 (Remote Desktop)