

Chandan Kumar Raut

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PROFESSIONAL EXPERIENCE

Senior Support Analyst

Telligent Support LLP, Remote
May 2019 – Present

- Addressing Technical queries related to online Games and fixing or forwarding the report to the development team.
- Ticket processing via Zendesk, maintain CSAT, Stella rating, QA score, update to date with the game events and activities.
- Documents conversations with players/customers to track requests, problems, and solutions.

Customer Support Associate

Concentrix, Bengaluru
September-2016 - May-2019

- Email/Chat process
- Handling account, billing, download, and content issues via Email/Chat for iTunes/App Store.
- Set up follow up, case classification, and logging files using iLog and Core software. Maintain monthly CSAT, EPH, and KRA.

Sales advisor

Concentrix, Bengaluru
December-2015 - May-2016

- In-depth knowledge of Product, Team Collaboration, Time Management

EDUCATION

BE, Computer Science Engineering
KSIT, VTU

REMOTE QUALIFICATIONS & SKILLS

2+ years of experience of working remotely

5+ years of experience into Email and Chat process

Decision-making, reliable & trustworthy, friendly, positive attitude, team-building, and an active listener

REMOTE TOOLS

Zoom, Slack

DOCUMENT SOFTWARE

Microsoft Office (Word, Excel),
Zendesk, Confluence, VS Code

Additional: C language, SQL, **HTML**, **CSS**, **JavaScript**, **Bootstrap**, React JS, Sublime Text3, Git Hub

Replit Profile:

<https://replit.com/@ChandanKumarR>

Git Hub: <https://github.com/Chandan0001>