SHARJIL KHAN

New Alipore, Kolkata 700053 | 7980077310 | sharjil.prince@outlook.com |

Summary

Customer Support and Full Stack Development professional with experience in front-end and back-end system development, project management, and technical troubleshooting. Proven ability to enhance user experiences, solve problems, and deliver high-quality service. Proficient in CRM systems, ELD device support, and software optimization. Seeking to leverage technical and customer-focused skills to contribute to business success.

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Professional Experience

Freelance software development | Oct 2024 - Present

NCT Enterprises (Kolkata) | IT Manager / Office Admin | Jan 2024 – Sept 2024

- Managed IT infrastructure and administrative functions to ensure operational efficiency.
- Oversaw daily workflows, implementing strategies for improved productivity.
- Provided technical support and troubleshooting for in-house hardware and software systems.

Startek Inc (Bangalore) - WFH | Customer Support Representative | May 2022 – June 2023

- Provided customer support for Flipkart, addressing order inquiries, returns, and logistics issues.
- Managed high volumes of customer interactions while maintaining excellent satisfaction ratings.
- Contributed feedback to improve service processes and efficiency.

Smart Call Center Solutions Pvt Ltd | Customer Support Representative | March 2021 – March 2022

- Delivered technical support for US-based customers using Electronic Logging Devices (ELD).
- Managed customer accounts, ensuring accurate device reporting and compliance

with regulations.
- Efficiently resolved technical issues related to ELD devices.

Amazon India - WFH | Customer Support Associate (Fixed-Term) | June 2020 – Dec 2020

- Addressed customer inquiries regarding orders, shipping, and returns, ensuring timely resolution.
- Handled and resolved customer escalations to maintain satisfaction.

Red Rock Web Development | Technology Lead | May 2014 – March 2020

- Led front-end and back-end web development projects, ensuring timely and quality delivery.
- Optimized website performance to improve user experience and site speed.
- Managed project timelines, resources, and team deliverables.

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Education

Vinoba Bhave University | B.Com Honors | 2014

Skills

Technical: Full Stack Development (MERN Stack: MongoDB, Express.js, React, Node.js), Web Development (HTML, CSS, JavaScript, Bootstrap), Cloud Services (AWS, Firebase), IT Troubleshooting, Network Troubleshooting, CRM Software, Support Tools

Customer Service: Customer Support, Customer Service Excellence, Technical Support, Problem Solving, CRM, Helpdesk Software (Salesforce, Zendesk, Freshdesk), ELD Support, Compliance, Conflict Resolution, Call Center Operations, Time Management, Multitasking

Languages: English (Fluent), Hindi (Fluent), Bengali (Fluent)

References

Available upon request.