Md Sharjil khan

Customer Support and Full Stack Development professional

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Md Sharjil Khan is a professional with experience in both customer support and full-stack development. His skills include Docker, Cybersecurity, MERN stack, Server management, Cloud deployment, AI development, and Edge hardware development, in addition to excellent customer support.

He has held technology leadership roles, managing front-end and back-end web development projects and optimizing website performance at Red Rock Web Development. He also has extensive customer support experience from Amazon India, Smart Call Center Solutions Pvt Ltd, and Startek Inc, where he addressed inquiries, resolved escalations, provided technical support, and managed customer accounts. More recently, he was an IT Manager / Office Admin at NCT Enterprises, managing IT infrastructure and providing technical support. Currently, he is engaged in freelance software development.

Skills

Docker, Cybersecurity, MERN stack, Server management, Cloud deployment, AI developer, Edge hardware developer and

Excellent Customer Support and service rep.

Experience

Red Rock Web Development | Technology Lead

May 2014 – March 2020 (Remote employment)

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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Amazon India - WFH | Customer Support Associate (Fixed-Term)

June 2020 – Dec 2020 (Remote employment)

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

Smart Call Center Solutions Pvt Ltd | Customer Support Representative

March 2021 – March 2022 (On-site employment)

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.

Startek Inc (Bangalore) - WFH | Customer Support Representative

May 2022 – June 2023 (remote employment)

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.

NCT Enterprises (Kolkata) | IT Manager / Office Admin

Jan 2024 – Sept 2024 (on-site employment)

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.

Freelance software development

Oct 2024 - Present

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Education

Vinoba Bhave University | B.Com Honors | 2014

References Available upon request.