

Navkiran Singh

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SKILLS

- Technical Support
- Windows Administration
- Process Automation
- Network Maintenance and Implementation
- Custom Coding
- Maintenance and Troubleshooting
- Documentation
- Hardware Installation

EDUCATION

Computer System Technician Diploma
Fanshawe College

2016 – 2019
London, ON

CERTIFICATES

CCNA
cisco

Google IT Support
Google

PROFESSIONAL EXPERIENCE

Senior Technical Support Specialist
Start.ca

2021 Feb – present
London, ON

- Delivered expert technical support to end-users, promptly addressing diverse technical issues, troubleshooting problems, and providing guidance and training as needed, resolving an average of 45 technical issues per day.
- Successfully escalated and resolved 98% of complex customer issues within established SLAs, ensuring a seamless experience for clients.
- Managed the escalation of complex customer issues to higher-level support teams, ensuring that they are resolved promptly and to the customer's satisfaction.
- Reduced escalations by 15% through proactive analysis and identification of recurring problems, resulting in fewer high-level support interventions.
- Utilized ticket management tools such as Jira to efficiently manage and prioritize service requests. Successfully tracked issue resolution progress, ensuring service delivery adhered to strict timelines.
- Developed and maintained technical documentation, encompassing well-structured standard operating procedures and user-friendly manuals. Ensured the highest level of clarity, consistency, and accuracy in conveying technical information, leading to a 30% reduction in resolution time for common technical issues.
- Maintained up-to-date knowledge of the latest trends, technologies, and best practices in technical support, sharing insights and recommendations with the team and other stakeholders.
- Collaborated with cross-functional teams, including product development and engineering, to identify and resolve technical issues, improve products, and enhance the overall customer experience.
- Coordinated and facilitated training sessions for new hires and existing team members, ensuring that they have the necessary technical knowledge, customer service skills, and troubleshooting abilities to provide top-notch support, resulting in a 15% improvement in team-wide technical knowledge.

- Answered inbound customer calls and emails related to internet connectivity, VoIP, billing, and other service issues with the goal of providing a first-call resolution.
- Achieved a first-call resolution rate of over 90% by effectively diagnosing and resolving customer issues during the initial contact.
- Assisted customers with troubleshooting internet, TV, and VoIP connectivity issues, including equipment setup, network configuration, slow speeds, intermittent connectivity, and dropped connections.
- Increased customer retention rates by 10% by enhancing customers' understanding of service capabilities.
- Conducted remote diagnostics and assisted customers with software updates, virus and malware removal, and other technical issues.
- Escalated technical issues to higher-level support teams when necessary and followed up with customers to ensure that issues were resolved to their satisfaction.
- Documented customer interactions in a CRM system, including issues reported, actions taken, resolutions provided, and any follow-ups.
- Educated customers on the features and benefits of their internet service and provided guidance on how to optimize their internet experience.
- Participated in team meetings, training sessions, and other development activities to enhance technical skills and customer service delivery.

PROJECTS

Equipment Emulator Development

2022 – present

Start.ca

- Led the development effort to create equipment emulators, enabling the customer-facing team to simulate and troubleshoot equipment-related issues efficiently.
- Average call handling times for customer support inquiries related to equipment issues were reduced by 30%.
- New representatives found it easy to learn start.ca's equipment, further improving our onboarding process.
- Continue to oversee, maintain, and update the equipment emulator as needed to ensure its ongoing functionality and relevance

Knowledge Base Migration

2021 – present

Start.ca

- Played a key role in the successful migration of the organization's proprietary knowledge base to the Brightspace platform, ensuring a smooth transition for end-users.
- Leveraged Microsoft Power Automate to automate manual processes, leading to a significant reduction in report preparation time, saving the team over 60 hours per report.
- Leveraged my proficiency in HTML, CSS, and JavaScript to enhance knowledge base articles, creating user-friendly and intuitive tools for streamlined navigation. These customizations significantly improved end-users' ability to access and utilize the content effectively.
- Provided comprehensive training sessions for fellow team members on utilizing the Brightspace platform for knowledge base management, contributing to the team's proficiency, and ensuring consistent content updates.
- Continuously manage and oversee the Brightspace platform and serve as the point of contact for all matters related to the Brightspace platform, including troubleshooting issues, implementing updates, and enhancing the platform's features.