

JAGAT SINGH

#2224, Mauli Jagran, Chandigarh, 160102

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## PROFESSIONAL SUMMARY

Motivated and detail-oriented IT Analyst with experience in web development and customer support.

Proficient in HTML, CSS, JavaScript, and WordPress, with a strong foundation in programming languages

Adept at problem-solving, teamwork, and delivering high-quality results. Seeking a part-time technical role

## WORK EXPERIENCE

### IT ANALYST

e-Coding Hub Pvt. Ltd., Mohali, Punjab

November 2023 - Present

- Developed and maintained web pages using HTML, CSS, JavaScript, and WordPress.
- Ensured seamless user experience and website functionality.
- Collaborated with teams to improve website performance and design.

### CUSTOMER SUPPORT EXECUTIVE

Teleperformance, Mohali, Punjab

June 2023 - October 2023

- Assisted customers with inquiries, troubleshooting, and issue resolution.
- Maintained a high level of customer satisfaction through professional service.
- Effectively handled inbound and outbound calls.

### CUSTOMER SUPPORT ASSOCIATE

Tech Mahindra, Chandigarh, India

December 2021 - May 2023

- Provided technical and non-technical support to customers.
- Resolved queries efficiently, enhancing customer experience.
- Maintained records and documentation for service requests.

## EDUCATION

Bachelor's Degree

## TECHNICAL SKILLS

- Programming & Web Development: HTML, CSS, JavaScript, WordPress, C++, Java, Visual Basic.
- Software & Tools: Microsoft Office (Word, Excel, PowerPoint).

- Web Technologies: HTML5, CSS3, JavaScript, WordPress.

#### KEY SKILLS & STRENGTHS

- Strong organizational and interpersonal skills.
- Ability to quickly adapt and learn new technologies.
- Excellent problem-solving and analytical abilities.
- Commitment to professional ethics and customer service excellence.
- Self-motivated, hardworking, and disciplined.

#### ADDITIONAL INFORMATION

- Notice Period: 0-15 days
- Open to part-time technical roles