

VISHWAJEET RUPCHAND BARTHUNE

Aurangabad, Maharashtra – 431005, India

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SUMMARY

I am a **Technical Support Executive** with a Bachelor of Technology. I have experience in resolving system and customer issues, managing customer relationships, and providing technical support. My technical skills include Python, C, DS,DBMS, and MS SQL Server. I am proficient in using Jira and Microsoft Office for project management

TECHNICAL SKILLS

Languages	: Python, C
IT Constructs	: DS, DBMS, OS
Database	: Microsoft SQL Server
Project Management	: Jira, Microsoft Office
API Testing Tool	: Postman
Reporting Tool	: Tableau, Microsoft Power Bi
AI Tool	: Chat GPT , Google Bard

WORK EXPERIENCE

Technical Support Executive, Fab Software Stock, Aurangabad (MH), India; **Aug 2023- Present**

- Provide an outstanding experience to customers throughout the support process.
- Act as a team player and support the existing client base.
- Adeptly managed client relationships, responding promptly and tracking ticket requests with precision through the admin login dashboard.
- Troubleshoot by using required tools and checklist resources to properly understand and problem solve issues being reported.
- Successfully resolved technical queries using approved client applications, ensuring client satisfaction.
- Delivered on-demand technical support to clients, demonstrating exceptional problem-solving skills.
- Manage multiple avenues of support requests including telephone, e-mail.

EDUCATION

Bachelor of Technology in Mechanical Engineering	CGPA 9.01	2022
• D BATU University, Raigad, Lonere		
Diploma in mechanical engineering	Percentage 61%	2019
• MSBTE, Mumbai		

Core Skills

- Customer Support
- Quality Assurance
- Leadership during change
- Strong interpersonal skill
- Business Analytics
- Data Analytics

Personal Details

• Name	Vishwajeet Rupchand Barthune
• Gender	Male
• Home Town	Aurangabad (MH)
• Current Role	Technical Support Associate
• Date of Birth	4 th Jan 1996
• Language	English, Hindi, Marathi, Marwadi
• Hobbies	Wildlife Photography, Bike Riding, Cricket

Declaration

I affirm that the information provided is accurate to the best of my knowledge and belief.

Date:

Aurangabad, Maharashtra.

Vishwajeet barthune.