

# KHILESH SAMMAL

Delhi · 9759323888

Email [khileshsammal.work@gmail.com](mailto:khileshsammal.work@gmail.com) · [linkedin.com/in/khileshsammal](https://www.linkedin.com/in/khileshsammal)

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Working in a competitive environment, using my technical skills and analytical approach to best of my ability to help the organization achieve solutions, helping the organization grow and in process, enhance my overall development.

## EXPERIENCE

**JAN/2023 – DEC/2023 | NEW DELHI**

**TRAINEE TECHNICAL SUPPORT, SUPERWELL SERVICES PVT. LTD,**

Client: SONY INDIA PVT. LTD.

- Managed customer interactions using Avaya communication systems.
- Utilized Talisma CRM and Microsoft Dynamics 365 CRM for managing interactions and data.
- Successfully met and exceeded sales targets through lead generation and conversion strategies resulting in increase in revenue.
- Provided post-sales support by addressing customers inquiries, resolving issues of all Sony Audio products.
- Guided and supported the team, including mentoring new agents during onboarding, while actively utilizing excel and outlook to review and analyze daily reports for team.

## EDUCATION

**FEB/2020**

**BACHELORS IN TECHNOLOGY**

**GOVIND BALLABH PANT UNIVERSITY OF AGRICULTURE AND TECHNOLOGY,**

**APRIL/2016**

**DIPLOMA IN ENGINEERING, GOVT. POLYTECHNIC NAINITAL,**

## SKILLS

- OS: LINUX & Windows.
- Proficient in remotely identifying, diagnosing and resolving technical issues related to hardware, software and network connectivity.
- Good knowledge of advance MS-Excel tools like pivot tables and power query.
- Data analysis and visualization (Power BI)
- Strong understanding of SQL for querying databases.
- Strong analytical and problem-solving skills to address complex challenges.

- Basic understating of programming language like Python.
- Basic knowledge of Git, GitHub and Bash Scripting language

## **LANGUAGE**

- English - Full professional Proficiency
- Hindi - Native and Bilingual Proficiency