



Guwahati ,
Assam,India,781034

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PROFESSIONAL SUMMARY

A self-motivated and committed individual to work in an organization where I can fully utilize my knowledge, skills and contribute to the overall growth of the organization. Passionate about continues learning and sharing with others.

CORE QUALIFICATIONS

- Hardware Troubleshooting
- Customer support needs assessment
- Technical troubleshooting
- Desktop Technical Support
- Laptop Support
- Computer backup management
- Anti-virus software installation
- Software update installation
- Software fault diagnosing
- Application installation
- Mobile device troubleshooting
- Hardware upgrades
- Hardware diagnosis
- Software diagnosis
- Application support
- Diagnosing and troubleshooting
- Problem-solving

Suraj Kumar sah

EXPERIENCE

December 2021 - Current

Sr. Customer Support Engineer Sysntet Global Technologies Pvt. Ltd |
Guwahati

- Conducted regular security backups on systems and software, keeping computers free from hacks or threats.
- Successfully resolved IT issues using telephone support, remote access software and on-site assistance.
- Swiftly diagnosed hardware faults, providing repairs and replacement parts as needed.
- Calibrated new devices including laptops, desktops and related accessories for users.
- Asked customers targeted questions throughout troubleshooting to determine smart solutions.

EDUCATION

2020

Bachelor of computer application | Computer Engineering
Assam Down Town University, Guwahati, Assam

2017

secondary XII | Science
Arya Vidyapeeth college, Guwahati, Assam

2015

Secondary
Don Bosco School, Guwahati, Assam

ACHIEVEMENTS

- NCC cadet with "A" certificate
- Took part in Android Development workshop for 2 days in IIT, GUWAHATI and Secured merit certificate By My Droid Technologies.
- Attended seminar on careers for digital learning organized jointly by Guwahati Management Association and IIAS, Kolkata

EXTRA-CURRICULAR ACTIVITIES

- Organized event at College department for Blood donate campaign.
- Volunteered in Girl child education NGO.
- Like playing Cricket and Travelling

LANGUAGES

English: : C1	Hindi: : C1
Advanced	Advanced
Bengali: : B2	Assamese: : B1
Upper Intermediate	Intermediate