# **Nitesh Kajari**

Goa, India | 9673019414 | [kajari42nitesh@gmail.com](mailto:kajari42nitesh@gmail.com) | [www.linkedin.com/in/](http://www.linkedin.com/in/)niteshkajari

**Education**

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| **Goa University** | **Verna, Goa** |

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| ***BE in Mechanical Engineering*** | **Nov 2019** |

**Work Experience**

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| **Sequel Information Technologies, Mumbai** | **Mumbai, India** |

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| ***Technical Support*** | **Jan 2021 - Present** |

• Provided technical support to customers by answering questions, resolving issues and providing trainings on Windows/application management.

• Good working knowleadge of Microsoft Excel.

• Good technical knowledge and documentaions practice. Successfully resolved customer issues by using technical knowledge and documentation, with excellent communication skills.

• Built working relationships with cross functional teams by collaborating on projects, sharing information, and resolving issues.

• Managed customer expectations by providing clear and concise information, as well as following up on issues. Maintained a positive and professional attitude in all interactions with customers.

**Skills**

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| **Sequel Information Technologies** | **Mumbai, India** |

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| **Technical Support** | **Jan 2021 - Present** |

• Utilized active listening and problem-solving skills to troubleshoot technical issues for 30+ customers daily, resulting in a 95% customer satisfaction rate.

• I have good understanding in Microsoft Excel and Outlook, and I am proficient in using them for reporting and other tasks.

**Leadership Experience**

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| **Sequel Information Technologies** | **Mumbai, India** |

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| **Technical Support** | **Jan 2021 - Present** |

• Utilized expertise in Word to create personalized step-by-step guides for frequently asked technical questions, resulting in a 20% decrease in call volume.