

PRATHAM GOYAL

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Summary

Expert troubleshooter and critical thinker with great problem-solving abilities. Trained to work on different hardware and software errors. Thorough in tackling technical issues, tracing root causes and correcting errors. Works great alone or with others to deliver quality support.

Experience

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| 03/2022 to Current | Analyst
HCLTECH – Noida, India <ul style="list-style-type: none">• Provided real-time support to everyday users of Emails, Password, MS Office, Cisco, VPN, Remote Connection issues.• Provided real-time support for Windows Laptop/Desktop.• Resolved customer complaints and concerns with strong verbal and negotiation skills.• Maintained high NPS and FCR by resolving customer issues quickly and effectively. |
| 08/2021 to 03/2022 | Intern
HCLTECH – Noida, India <ul style="list-style-type: none">• Worked as a Service Desk L1 analyst, answered calls and supported users over technical issues.• Participated in trainings and helped new joiners to understand about project work flow. |

Skills

- Call Handling
- Troubleshooting proficiency
- Technical issues analysis
- Strong Communication
- Good Customer Experience

EDUCATION

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| 2022-2025 | Bachelor of Computer Applications: IT
Amity University – Noida, Uttar Pradesh |
| 2020 | Senior Secondary: PCM
Wisdom Public School – Aligarh, Uttar Pradesh |
| 2018 | Certificate of Higher Education
Wisdom Public School – Aligarh, Uttar Pradesh |
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