

RAGHUVeer SINGH

W E B D E S I G N E R

CONTACT

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ABOUT ME

Dynamic and results-oriented professional with a background in electrical engineering and a proven track record in delivering exceptional tech support within the BPO industry. Recently transitioning into the dynamic realm of web design, I'm a rational thinker with excellent communication skills and problem-solving attitude which makes me a team player and a leader to handle the given project or a task effectively and efficiently.

SUMMARY

Driven by a passion for creativity and a desire to blend technical prowess with design aesthetics, I have enthusiastically embraced the world of web design. Proficient in HTML, CSS, and JavaScript, I am committed to leveraging my diverse skill set and transitioning expertise to craft visually captivating, user-friendly, and functionally robust websites.

As an electrical engineer, I developed a solid foundation in technical concepts, project management, and a keen eye for detail—skills that seamlessly align with the precision and innovation demanded in web design.

My experience in technical support has honed my ability to troubleshoot complex issues, communicate effectively with clients to understand their needs, and deliver timely solutions. This exposure has instilled in me a strong sense of customer-centricity and an appreciation for user experience.

EDUCATION

- **B.TECH IN ELECTRICAL ENGINEERING (HONOURS)**
Rajasthan Technical University, Kota
2018
- **SENIOR SECONDARY**
Arcadia Academy RK Puram (CBSE)
2014
- **SECONDARY**
Kendriya Vidyalaya, Jaipur (CBSE)
2012

SKILLS

CS

- HTML
- CSS
- MS Office
- JavaScript
- Responsive Design
- UI/UX Design

PROFESSIONAL

- Communication Skills
- Teamwork and Leadership
- Client-Relationship

WORK EXPERIENCE

● TECHNICAL SUPPORT EXECUTIVE

Teleperformance, Jaipur | 2021 - 2023

Handled customer service and support for clients located in various regions. Provided excellent customer service through chat and outbound calls, ensuring high customer satisfaction and resolving issues promptly.

Accomplishments:

- Proficient in Salesforce (SFDC) / Salesforce Lightning cloud-based customer relationship management (CRM) platform for managing customer interactions.
- Technical troubleshooting and issue resolution such as installation, VPN, vulnerability assessments, and threat detection with security software application on remote desktop sessions or detailed steps on chat.
- Consistently met performance targets, including first call resolution (FCR) rates, customer satisfaction scores, and average handling time (AHT).
- Developed customer service skills by actively listening, empathizing, and providing clear and concise technical guidance to customers.
- Employee of the month Award winner for March 2022 and member of team of the month winner.
- Annual appraisal with 'met expectations' rating.

FIELD OF INTEREST

- User Interface (UI) Design
- User Experience (UX) Design
- Responsive Design
- MERN Development
- Coding Skills (HTML/CSS/JavaScript)
- Content Management Systems (CMS)

PERSONAL INTERESTS

- Travelling
- Writing

DECLARATION

I certify that the information provided in this resume is true and complete to the best of my knowledge.

PLACE: Kota

(Raghuveer singh)
