

## MR. JADHAV PRASHANT SHIVAJI

Castle Mill Circle, Thane West-400601  
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### SUMMARY

Analytical Technical Support Representative adept at resolving complex network issues. Critical thinker who addresses customer support issues quickly and consistently exceeds performance standards. Level-headed and calm in stressful situation with well-developed people skills.

### HIGHLIGHTS

- Proficient Troubleshooter
- Exceptional telephone etiquette
- Patient and diligent
- Vast technical knowledge
- Diverse PC knowledge
- Quality Focused, Organized, Proactive
- Accomplished with mobile Devices

### TECHNICAL SKILLS

CATEGORY	TECHNOLOGY & TOOLS
Languages	C, ASP.NET.
Operating Systems	Windows XP, Windows 7, Windows 8.1, Windows 10
MS Office knowledge	2003,2007,2010
Web Technologies	HTML
Database Software's	SQL
IDE's	Microsoft Visual Studio 2006,2010,2012, MS SQL Server 2008,2012,2014

### EDUCATIONAL QUALIFICATION

Qualification	Institution	Year	Percentage
B.C.S.	Shivaji University	2013	77.70%
H.S.C.	Kolhapur Divisional Board	2010	67.83%
S.S.C	Kolhapur Divisional Board	2008	75.23%

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## ACHIVEMENTS

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- Participated in state level competition, **Techno-2012 Pro-Skills**.
- Appreciated by client for salary process on time consecutively 2 years during arrear calculation.

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## EXPERIENCE

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### Technical Support Executive

November 2016 to Current

**Opel Systems and Consultants Pvt. Ltd.** – Mahape, Navi Mumbai.

- Provide thorough support and problem resolution for customers.
- Maintain composure and patience in face of difficult customer situations.
- Build and maintain successful relationships with service providers, dealers and consumers.
- Train new users and explain software functionality clearly and efficiently.
- Researched issues on various computer systems and databases to resolve complaints answer inquiries and outline solutions.
- Provide technical and functional support for PayRoll and finance applications such as PaySoft, CRM, Wheels, etc..
- Installation of SQL application and connectivity of Client Server PC.
- Provide Support for web based applications such as ESS, Production Incentive Package.

### Customer Support Executive

September 2015 to October 2016

**Intelenet Global Services Pvt. Ltd.** – Waghale Estate, Thane West.

(Etisalat – UAE Process in Urdu and English Language)

- Handle customers call and provide support related services.
- Resolved customer complaints and concerns with strong verbal and negotiation skills.
- Supported customers with online billing and accounts related issues.

### DECLARATION:

I declare that the above furnished details are true to the best of my knowledge and belief.

Date :

**Mr. Jadhav Prashant Shivaji**

Place :

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