**Nikhil kandekar**

**Email id : nikhilkandekar03@gmail.com**

**Correspondence address:**

### Flat no 07 The Orian Appt. Durga nagar,Peth Road Nashik 422003

### Contact no.- 08788423742

**Career Objective**

**I am an experienced associate support engineer with a technical acumen and have over 3.2 years’ experience in the IT/Security service industry. I have in depth experience in all stages of the product life cycle, from sales, support, technical presentations to system. I am customer focused, profit driven and team player that strongly believes in promoting customer loyalty by ensuring that the customer fully utilizes the value of the solutions and service provided.**

# Professional Experience

* Support Engineer for Quick Heal Technology .Ltd
* Total experience: 3.2 years
* Team Leader (Sales) in Mighty Magpie Digital Marketing.
* Total experience in sales :4 Month

* Qualification: B.E (Computer) with 63 % (Pune university 2014 pass out)
* Change of job for stability and to work with a growing company like yours.

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| **Key Skills** | Customer handling (Domestic), Training given to new employee’s, Chat support, Email Support, Call Support.  Outbound/Inbound Calls. |

**Company: Quick Heal Technologies (P) Ltd.**

Quick Heal Technologies Pvt. Ltd. is a leading IT security solutions and an ISO 9001 certified company. Each Quick Heal product is designed to simplify IT security management across the length and depth of devices and on multiple platforms. They are customized to suit consumers, small businesses, Government establishments and corporate houses.

# Responsibilities:

# Client/customer incident is resolved through on call support/remote access.

* Providing technical guidance to client/customers for installation/uninstall of Antivirus.
* Solving all the technical incident regarding windows,firewall,networking after installation of Antivirus.
* Technical marketing.
* Product sales and solution for Antivirus product.
* Co-ordination with hardware and software team.
* Build and maintain excellent relationships with colleagues and clients
* Given Training to new employees.

**Company: Mighty Magpie (Trusted Google street view Agency)**

# Responsibilities:

* Outbound call to business for digital marketing. (Google listing , web site, Photo shoot)
* Given training to field executive and sales executive related to digital marketing.
* Build and maintain excellent relationships with Team.
* Set] Monthly planning for field and sales to achieve the set targets.

# Extracurricular Activities

* + Jetking Certification (JCHNPP)
  + Software Testing from Mind Script.

# Field Of Interest:

* + Sales and Marketing
  + Support

# Strengths:

* + Positive thinking
  + Exuded confidence, strong work ethic and enthusiasm.
  + Taking efforts for any type of work I like.
  + Good grasping power and management skills for managing people, events and work.
  + Good communication skills and time follower.

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| D.O.B | 22-03-1991 |
| Permanent Address | Flat no 07 The Orian Appt. Durga nagar,Peth Road Nashik 422003  Contact no.- 09028479097 |
| Nationality | Indian |
| Languages Known | English, Marathi, Hindi |
| Hobbies | Listening to music, Traveling. |

## I hereby declare that all the details given above are true to the best of my knowledge and belief.

Nikhil Kandekar