

"Curriculum Vitae"



Deepak Jain
82, 1st floor
Pocket 3
Rohini Sector 24
Delhi-110085
Phone #9891404407
#7011530331

Email:-Deepak.youandi@yahoo.com

Summary

Around 17 years of experience in BPO sector including 7 months of experience in an AMC handling company and rest of experience in BPO sector. A person who strongly believes in a co-operative teamwork approach in order to solve complex problems to achieve the predetermined goals.

Job Objective

To achieve success & career goals by performing a challenging job on a remarkable position, to prove my efforts and to grow in the areas of media, information technology communication, professional standards, and principles & leave a success re-mark of my steps every where.

Higher Qualifications

- ❖ Graduate in Arts from Delhi University.
- ❖ Masters in IT (MBA) from Maharishi Dayanand University.

Technical Qualification

- ❖ I've done an one Year "Computer Hardware and Networking" Diploma in 2006 from "JETKING". The Program entails complete Hardware, Networking, MCSE and CCNA.

Technical Knowledge

- ❖ Complete knowledge of Computer operating on Windows Version.
- ❖ Knowledge of WebSite Hosting.
- ❖ Complete Knowledge of Internet.
- ❖ Complete Knowledge of Domain names.
- ❖ Knowledge of Computer Hardware and Networking.

"JOB PROFILE"

Work Experience

I have by now, served my skills into two leading (renowned) "Domestic and International Level Organizations (companies)", from where I gained some substantial work experience by serving them with my hard-strived and diligent piece of work.

The Details of Companies, my Job Profile and Work Experience are as follows.

I've been presently working in an MNC named as "**Nethues Technologies Pvt. Ltd.**" since 2007.

Nethues Technologies is a leading Information Technology outsourcing company that focuses on partnering with other IT companies to provide them with quality design and development services. An organization that renders services in "Software's, Web designing - development" and "BPO & Customer Care Services" for **Web-Hosting and Software's: GreenGeeks Web-Hosting & NoAdware, RegistryFix** are few examples of it, which is done by the means of "**Web-Based Support, "Emails and Live-Chat"**".

• WORK EXPERIENCE

It's now been 16 **Years**, since I am attached with this organization.

I've been presently working as **Senior Technical Consultant** and dealing with both Web-Hosting and Software's support in this organization and managing the team as well.

• JOB PROFILE

./ Understanding the customer problem and providing effective solutions for the problem.

./ Maintaining a professional and patient demeanor when responding to customer inquiries.

./ Keeping in touch with assigned customers (via Emails and chats) to assist with any problem they are facing.

./ Responsible for Quality of the emails.

./ Responsible for organizing and following-up in a fast-paced environment.

./ Ensuring that all emails are replied in quick span of time so as to keep the turnaround time as low as possible.

./ Consistently surpassing the work assigned to me.

./ Responsible for increasing customer loyalty and satisfaction by helping them at the point of need.

./ Managing team members shift & rosters since last 4 years.

./ Providing training to new joiners.

Achievements

♣ I started my job profile in this organization as an "**Web Technical Support Executive**", through Live-Chat and Emails. And as a reward for my skills and qualitative work, I was being given my first promotion in the 6th month itself and now I am working as a "**Senior Technical Consultant**".

♣ Rewarded 4 times as an "**Employee of the Month**" in 2 Years.

♣ **cPanel & WHM Proficiency Certificate** in 2015, 2019, 2020, 2021 & 2022

♣ **cPanel & WHM Sales Professional Certificate** in 2015, 2019, 2020, 2021 & 2022

♣ Selected to provide **on site training** to **Team members in Kochi**.

COMPANY IN GC IT	Before getting attached with above Organization, I commenced my Career as a Customer Support Executive with " New Generation Computer Technology ", an organization engaged in for the Annual Maintenance of Computers and creating setups for BPOs.	
	<ul style="list-style-type: none"> <u>WORK EXPERIENCE</u> 	I worked in there and served the company with my skills for 7 months .
	<ul style="list-style-type: none"> <u>JOB PROFILE</u> 	I was assigned the role of "Customer Support Executive" where I have to deal with the Computer Hardware issues on customer's site.

"PERSONAL DETAILS"

Hobbies & Interests

- ❖ To Surf on the Internet.
- ❖ Listen to Music.

Personal Details

Name	Deepak Jain
Father's Name	Dr. Dinesh Jain
Mother's Name	Dr. Suman Jain
Date of Birth	08 th of August 1987
Contact (Mailing Address)	82, 1 st floor Pocket 3, Rohini Sector 24 New Delhi-110085.
Phone #	9891404407, 7011530331
Email id	deepak.youandi@yahoo.com
Nationality	Indian
Sex	Male
Marital Status	Married

❑ **Expected Salary**

- ❖ A negotiable amount that, both you and I can take as a good value for the skills & the services I render in a Reputed Organization of your Standards.

❑ **Declaration**

- ❖ I here by declare that information provided above by me is true and accurate to best of the my knowledge.

Dated: - ____/____/____

Undersigned
(Deepak Jain)