SANTOSHI DINESH KUMAR

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# Summary:

Results-driven and customer-focused professional with a strong interest in information technology and a strong commitment to delivering exceptional service. Adept at operating various computer applications and resolving technical issues promptly. Eager to contribute skills and experience as a Service Desk Agent at Galaxe, leveraging a solid foundation in customer service and technical expertise.

**Technical Skills:**

* Operating Systems: Windows
* Web Development Tools: HTML, CSS
* Programming Languages: JavaScript
* Development Tools: Git, Visual Studio, Eclipse
* Testing Tool: Selenium
* Databases: SQL
* Version Control: Git/GitHub
* Project Management Tool: Jira
* Software Development Life Cycle (SDLC)

**Soft Skills:**

* Problem-solving
* Teamwork and Collaboration
* Communication
* Time Management
* Attention to Detail
* Adaptability

**Service Desk Agent Skills and Experience:**

* Over 5 years of customer service experience in a call center environment.
* Bachelor’s degree in Engineering.
* Strong knowledge of Microsoft systems and software.
* Functional knowledge of web-based applications, various hardware and PC Desktop Support.
* Experience in resolving technology-related issues promptly.
* Exceptional customer-oriented capabilities with excellent written and verbal communication skills.
* Proven ability to define and resolve problems within specified time frames.

# Education:

* **Per Scholas**, Detroit, MI October 2023 - Ongoing

Software Engineer Training Course

* **Anna University**, Chennai, India June 2009

Bachelor of Engineering, Electronics and Communications

# Professional Experience:

**Cambrridge Matriculation Higher Secondary School, Chennai, India** June 2015 – April 2018

Position: Academic Coordinator:

* Collaborated with 30 teachers to ensure that the academic programs are being implemented effectively.
* Monitoring 500 students progress and working with teachers to develop strategies to help students who are struggling academically.
* Organizing extracurricular activities, such as sports, cultural events, and field trips, to enhance the academic experience of students.

# The Vastrass, Chennai, India March 2010 – June 2013

# Position: Boutique Owner:

* Successfully owned and operated a boutique specializing in women's fashion for 3+ years.
* Developed and implemented sales and marketing strategies.
* Managed inventory, including ordering, receiving, and stocking merchandise.
* Utilized social media and digital marketing to increase brand awareness and customer engagement.