Neeraj Srivastava

86 Ivor Cres, Brampton, ON L7A 4L7 ♦ 289-325-4264 ♦ n-sriv@hotmail.com

# Professional Summary

Skilled technical support representative with broad base of experience in technical support, as well as, customer service operations. Fast worker able to resolve problems quickly, delivering high levels of customer satisfaction. Excellent knowledge of SAP, Sales Force, and contact center software.

# Skills

* Eloquent speaker with excellent communication skills
* Proven customer service skills with a keen focus on customer satisfaction
* Problem-solving skills
* Excellent multitasking skills
* Highly detail-oriented
* High level of reading compression
* Advanced editing and proofreading
* High knowledge of MS Office and Adobe Photoshop CC
* Significant experience with software used in call centers/office environments (e.g. SAP and Sales Force)

# Work History

**Customer Service Representative,** 05/2015 to 10/2015

**Gatestone & Co** – North York

* Providing customer service care and assistance
* Finding appropriate solutions to customer inquiries
* Collecting payments from card holders
* Capturing customer complaints
* Enrolling customers on special repayment programs
* Working with other BOA departments

**Senior Technical Support Analyst,** 03/2016 to 08/2017

**First Data –** Mississauga

* Actively troubleshooting point of sale systems/software as well as the merchants’ networks
  + Decoding error messages on POS systems and troubleshooting accordingly
  + Configuring POS terminals and completing appropriate downloads
  + Troubleshooting/configuring merchants’ networks/routers
* Training merchants, technicians, and ISOs on using, activating,
  + troubleshooting, and on POS terminal procedures and features
* Disclosing transactional information as requested
* Proactively updating POS terminal software/OS (Operating System)
* Completing requests for and coordinating with deployment team to ship out replacements
* Working with internal and external departments and directing calls as appropriate
* Reaching out to team leaders for further assistance
* Placing orders and answering customer queries

**Customer Service Representative,** 06/2018 to 12/2018

**Lennox Ind** - Brampton

* Placed orders and created quotes for Lennox parts and equipment
* Located parts for HVAC systems based on model and serial numbers
* Guided dealers and contractors on technical information
* Disseminated equipment and parts warranty to dealers and contractors
* Ensured delivery ETAs were met by tracking shipments
* Completed return authorizations for customers
* Increased sales of HVAC parts
* Collaborated with internal Lennox teams to resolve customer queries

**Technical Support Representative**, 02/2019 to 08/2019

**BMO Financial Group** – Mississauga

* Examined customer interaction with the Online Banking for Business website and the technical issues they encountered
* Sought out key details pertaining to the technical difficulty and then guided BMO customers through appropriate troubleshooting steps
* Activated security software on customer’s device(s) to facilitate secure payment processing
* discussed customer’s payment issues
* conducted tutorials and walk-throughs with customers regarding the use of the website
* Entered customer interaction details in PRS to track requests, document problems and record solutions offered
* Engaged in continuous learning and development opportunities throughout weekly team meetings to promote continued performance improvement

**Senior Trading Services IT Support Analyst**, 01/2020 to present

**BMO Capital Markets** – Toronto

* Providing technical assistance to Capital Market employees (traders, investment bankers, equity research and etc.)
* 24/7 Helpdesk support (call, email, chat, and field service)
  + Troubleshot technical issues end users experienced with their devices (laptops, Surfaces, desktops, virtual machine, VDIs, and Iphones)
    - VPN & remote support:
      * Highly experienced with VPN software (RSA SecureID Softtoken)
      * Assisted users with all aspects of VPN ranging from installations to troubleshooting remote access
    - Active Directory (AD) administration
      * managed user permissions and access to network resources
        + i.e unlocking locked domain accounts and managing user permissions to group policies and license groups (ROL groups)

processed domain password resets

* + - Installing and troubleshooting applications

# Education

**Ba (h) Criminal Justice and Public Policy,** 06/2018

**University of Guelph** – Guelph, ON

**Secondary School Diploma,** 06/2009

**Rick Hansen Secondary School** – Mississauga, ON

# Community Involvement

**Pride Toronto** (Pride Toronto is a not-for-profit organization that supports the LGBT2Q+ communities of Toronto and beyond.)

* Dedicated volunteer at numerous Pride Toronto events

**Totally Outright** (Totally Outright is a free leadership program for young (18-29) cis\* & trans\*\* gay, bi & queer people)

Participant

* Participated in interactive presentations and discussions with community leaders and experts in gay men’s health and community building

# Languages

**English**: Superior Listener, Superior Speaker, and Superior Reading and Writing

**Hindi**: Native Language