

SONU KUMAR BAIRWA

Technical Support Executive

9549607047 | sonubairwa9122001@gmail.com | Tonk, Rajasthan

PROFILE

Dedicated Technical Support Executive with 1 year of experience at SAG Infotech, providing prompt technical solutions and troubleshooting hardware, software, and network issues. Skilled in customer communication, problem-solving, and IT support workflows. Quick learner committed to delivering high-quality service.

PROFESSIONAL EXPERIENCE

SAG Infotech - Technical Support Executive | 2024 - Present

- Provided first-level support via phone, email, and chat.
- Troubleshoot software, hardware, and network issues efficiently.
- Assisted clients with installation, configuration, and application updates.
- Documented issues and resolutions in ticketing system.
- Collaborated with IT and development teams to escalate complex problems.

Key Achievements:

- Resolved 1,000+ tickets maintaining high customer satisfaction.
- Trained new employees on IT support processes and tools.

EDUCATION

MCA (Master of Computer Applications)

Compucom Institute of Information Technology and Management, Jaipur | 2022 - 2024

B.Sc (Bachelor of Science)

Govt. College, Tonk | 2018 - 2021

TECHNICAL SKILLS

- OS & Tools: Windows, Linux, MS Office, Remote Desktop, Ticketing Systems
- Networking: LAN/WAN troubleshooting, VPN setup
- Databases & Programming: MySQL (basic), Python, C++
- Other Skills: Customer Support, Problem-Solving, Communication, Documentation

INTERESTS

Technology, Networking, Problem Solving, Reading