



AJAY RAJBHAR

My Contact

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📍 Andheri east, Mumbai 400093

Hard Skill

- Languages Known:- C, C++, JAVA, Python,
- HTMLASP.NET. Android Studio
- Database: - Structured Query Language (SQL)
- AWS / cloud computing / Azure active directory
- Manual software testing.
- Time management skills
- The ability to work under pressure and multi-task
- Confident to face challenges

Education Background

- March 2014 (Maharashtra board) SSC(ST.ARNOLD'S HIGH SCHOOL) 71.40%
- March 2016 Maharashtra board HSC(ST.ARNOLD'S JR COLLEGE) 57.38%
- March 2019 Mumbai university BSCIT(ML DAHANUKAR COLLEGE OF COMMERCE) CGPI-6.62
- July 2022 Mumbai university MSCIT CGPI-8.77

About Me

To enhance my skills while making a significant contribution towards the success of the organisation and to have a dynamic career that gives me a chance to grow economically by exercising my knowledge and ability in the best interest in the ever changing corporate scenario

Professional Experience

- **BDA AT BYJUS (April 2021)**
Worked at byjus the learning application for 6 months as a business development analyst.
- **MPROFIT (september 2021)**
Worked at Mprofit the portfolio managemnet software under template creation.(Technical support)
- **Elevate k-12 (May 2022)**
Working as a tech engineer. Handle database and AWS servers.

Languages known

- English, Hindi and Marathi

Hobbies

- Outdoor sports
- Travel and Bike rides

Role based skills

- **Customer Interaction:**

- Communicate with customers to understand and diagnose technical problems they are facing.
- Provide timely and effective solutions or workarounds to resolve customer issues.
- Offer guidance and advice on product usage, troubleshooting steps, and best practices.

- **Troubleshooting:**

- Analyze, diagnose, and resolve technical issues related to hardware, software, or services.
- Use diagnostic tools, knowledge bases, and expertise to identify and fix problems.

- **Documentation:**

- Maintain detailed records of customer interactions, including the problem description, steps taken to resolve the issue, and any solutions provided.
- Create and update knowledge base articles, FAQs, and troubleshooting guides.

- **Remote Assistance:**

- Provide remote support through phone, email, chat, or remote desktop tools to assist customers in resolving technical issues.

- **Escalation Management:**

- Identify and escalate complex or unresolved issues to higher-level support teams or development teams for further investigation.

- **Product Knowledge and Training:**

- Stay up-to-date with the latest product features, updates, and technologies.
- Conduct training sessions or workshops for customers or internal teams to enhance product knowledge.

- **Bug Reporting and Feedback:**

- Report identified bugs, glitches, or product deficiencies to the development team for resolution.
- Provide constructive feedback to improve the overall quality and usability of the product.

- **Collaboration:**

- Work closely with other departments, such as Sales, Engineering, and Quality Assurance, to provide feedback on customer experiences and ensure customer satisfaction.

- **Continuous Learning:**

- Stay updated with industry trends, emerging technologies, and best practices in technical support.

- **On-Site Support (if applicable):**

- Provide on-site technical support for complex issues that cannot be resolved remotely.