

Curriculum Vitae

Personal information	
First name / Surname	Snehal Ravindra Gujarkar
Current Location	Rajeshdhan', Plot no. 10, Kirti Classic Compound, Marunji road, near Laxmi Chowk, Hinjawadi, Pune, Maharashtra 411057
Telephone(s)	+91 7875026421
E-mail	snehalgujarkar3@gmail.com
Nationality	Indian
Gender	Female
Marital status	Unmarried (Single)
Work experience	
Name and address of employer	Concentrix Corporation No. 169 RMZ Westend, Survey, 1, DP Rd, Aundh, Pune, Maharashtra 411007
Type of business	Customer Experience (CX) Solutions and Technology
Position held	Senior Technical Support Specialist – Nov 2022 to Present
Main activities and responsibilities	<u>Case Management & Technical Support:</u> <ul style="list-style-type: none">- Record, track, and resolve issues for richer customer experience.- Responsibilities include logging issues and documenting all associated case activities on ticket tracking system / research, test and troubleshooting.- Explained technical information in clear terms to non-technical individuals to promote better understanding and resolved diverse range of hardware technical issues.- Sound knowledge on McAfee download and installation of application.- Recorded and maintained relevant notes for each client and work order & assistance to customers in identifying issues and explained solutions to restore service and functionality.- Collaborated with supervisors to escalate and address customer enquiries or technical issues by managing case escalation process by gathering all required files, logs etc., and communicating to tier 2 and manage merit cases that required immediate attention.- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.- Documented support interactions in system for future reference and addition to knowledge base.- Since Aug. 2021 working as temporary CM with all responsibilities of CM and flexible with all the workings hrs.- Perform daily review of all open cases, follow up and update request additional information from customers.

Position held	Technical Advisor – Nov 2020 – July 2021
Main activities and responsibilities	<u>Support Role:</u> <ul style="list-style-type: none"> - Handling multiple inbound and outbound calls to customers. - Identifying the needs of customers, resolving issues, and providing solutions. - Routing calls to other team members whenever needed. - Making relevant notes from customer interactions. - Identifying any issues that customers might be struggling with system/product. - Completing call logs and reports, maintaining records of the conversations with the customer and analyze the data. - Boosting customer loyalty by offering a proper experience over the communication.
Name and address of employer	Techno-Cipher IT Solutions R Square, Motiram Nagar, Warje, Pune, Maharashtra 411058
Type of business	Software Solutions & Technologies
Position held	Project Intern – Oct 2019 to Mar 2020
Main activities and responsibilities	Manual Testing: <ul style="list-style-type: none"> - Requirement analysis and management. - Responsibilities include developing testing scenarios. - Validating the system under different condition and mapping to specific test data including positive and negative test cases. - Documenting the test cases with status and notes against it in the MS Excel.
Formal Education	
Qualification	Bachelor of Engineering (B.E Electronics & Communication Engineering)
Graduation Year	May 2017
Name of the organization	North Maharashtra University, Umavi Nagar, Jalgaon, Maharashtra 425001 India
Qualification	Diploma in Engineering (Dip. Electronics & Communication Engineering)
Graduation Year	June 2013
Name of the organization	Government Polytechnic, Gadchiroli, Maharashtra 442605 India
Skills and competences	
	<ul style="list-style-type: none"> - Troubleshooting and Diagnostics - Technical issues analysis - Customer service expert - Ticket support system management - Issue troubleshooting - Updates & upgrades - Hardware component repair - Technical support

Language	- English , Hindi , Marathi
Corporate Achievements	
	<ul style="list-style-type: none">- Star award winner- Dell Olympic Winner Week 21- Dell Olympic Winner Week 23
Declaration	
	Information provided above is true to the best of my knowledge. Any further details can be furnished on further request.