

RESUME

Personal Information:

Name: Ashish Krishnat Kumbhar

Mobile: 7387431130

E-mail: ashish.kumbhar4@gmail.com

Address: Karvenagar, Pune

Work Experience:

1. Technical Support Engineer [Binarybridge India Pvt Ltd (Feb 18-Jul 19)]

Roles and Responsibilities:

1. Identifying and troubleshooting the system issues within enterprise.
2. Followed the standard procedures for escalation of unresolved issues to appropriate team.
3. Guiding the customer on the phone for installing windows OS and antiviruses.
4. Contacted businesses and private persons on the phone for sales of companies software (2 months).

2. E-Support Officer [Knoah Solutions Pvt Ltd (Dec19-Present)]

Roles and Responsibilities:

1. Solving customer issues through webchat.
2. Clients were from Samsung (US).

Professional Snapshot:

1. Posses exceptional team spirit thereby helping the easy achievement of the organizational and personal goals.
2. A proactive learner with a flair for adopting emerging trends.
3. An effective communicator with excellent relationship building and interpersonal skills.

Skills:

1. 1st Line support
2. Customer support
3. Outlook troubleshooting
3. Microsoft office

Scholastics:

1. Completed secondary and higher secondary education from Mudhoji High School Phaltan (2008 and 2010).
2. Completed graduation from SAOE, Kondhwa in Electronics and Telecommunications (2010-2014).

Academic projects:

1. Density based traffic control system
2. Voice controlled robot

Hobbies:

1. Trekking
2. Cooking

Languages:

1. Marathi
2. English
3. Hindi