JAVAID BASHIR

Technical Support Associate

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🏠 Hyderabad, 500008

SUMMARY

Experienced IT Customer Service Associate with over 6 years experience in the Business process outsourcing industry. Excellent reputation for resolving problems and improving customer satisfaction. Willing to take on more duties to support team goals.

EDUCATION

Islamic University of Science And Technology
May 2013 - Jun 2016

Masters Of Computer Applications

University Of Kashmir
Mar 2010 - Feb 2013

Bachelors Of Computer Applications

SKILLS

- Customer Response
- Quality Assurance
- Maintaining SLA
- Report Preparation
- Complaint Resolution
- Creative problem solving
- Dual or triple chat handling
- Record keeping strengths
- Troubleshooting
- Desktop Support
- Service Desk
- Ticketing System
- Team Player

HOBBIES

- Listening podcasts
- Swimming
- Gardening
- Exercise
- Travelling
- Photo Editting
- Watch Tech Videos

WORK HISTORY

Technical Support Associate for Google Operations

Accenture Pvt Ltd | Apr 2022 - Dec 2023

- Providing exceptional daily customer service, addressing product concerns, and efficiently multitasking in a highvolume setting.
- Responding to customers' queries through chats and emails, implementing strategic solutions for satisfaction.
- Actively listening to customers, resolving concerns, and escalating issues to the engineering team when necessary.
- Established and enhanced customer service policies, contributing to team meetings and staying updated on product changes through training sessions.
- Was promoted to Tier II : Collaborating with the engineering team through various ticketing tools and maintained customer engagement through consistent follow-ups.

Process Developer

Genpact Pvt Ltd | Jan 2019 - Apr 2022

- Globally managing customer accounts and technical needs, addressing requests, and applying critical thinking to problem-solving related to the website.
- Worked proficiently both independently and collaboratively, adapting seamlessly to team and remote environments.
- Utilized effective time management techniques to meet monthly sales with NPS 65.
- Acquired extensive knowledge in web servers, WordPress, domains, DNS, SSL, website security, FTP, SSH, MySQL, and professional email setup.
- Gained leadership skills by managing team members and providing product knowledge as a lead.

HelpDesk Support

Tata Consultancy Services | Jun 2018 - Dec 2018

- Communicated technical information in clear terms, enhancing comprehension for non-technical users.

AWARDS & RECOGNITION

Emloyee of the month
Accenture Operations Manager

I'm proud to have been recognized as "Employee of the Month" multiple times, most recently in October 2023.

CERTIFICATIONS

A+, N+, MCITP, Ex-Change Server, CCNA, CCNP
Rooman Technologies Bengaluru   Jul 2016 - Dec 2016

ACHIEVEMENTS

- I worked as a lead at Genpact PVT Ltd and provided support to a team of 15 members.
- Was promoted as Tier 2 support for the Google Process and also provided training to new batches.

LAUNGUAGES

- English
- Hindi
- Urdu

- Documented support interactions for future reference and streamlined troubleshooting processes.
- Offered basic end-user troubleshooting and desktop support and help the users to proceed with the online application.
- Responded promptly to incoming sales leads and technical support requests
- Generated sales through effective strategies and initiatives.
- Acquired proficiency in using Salesforce CRM.

Customer Relationship Officer

Hinduja Global Services | Jan 2017 - Apr 2018

- Utilized consultative techniques to thoroughly grasp customer needs.
- Devised customer support strategies leading to a substantial boost in customer retention.
- Proactively communicated with customers regarding existing and new programs and services.
- Facilitated the seamless process of account openings and enrollment in new services for customers.
- Assisted in resolving billing issues and meticulously documented each conversation.
- As my first job, I gained valuable insights into the workings of corporate companies and learned about their operational dynamics.

Project: IUST Touch

Web Application | Jan 2016 to Jun 2016

IUST Touch is an online portal crafted with the ASP.NET programming language. This platform serves as a valuable resource for students and teachers, offering essential information related to academics, electronic notices, and dynamic updates to facilitate daily activities.

DECLARATION

I affirm that the information provided above and in the enclosed documents is accurate to the best of my knowledge and belief, with nothing intentionally withheld.

Javaid Bashir