Akash Kumar Nagar

QA IN MANUAL & AUTOMATION TESTER |
TECHNICAL SUPPORT ENGINEER

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WORK EXPERIENCE

Senior Technical Support Engineer
Petpooja | Ahmedabad, Gujarat, India
Dec 2022—Present
- Led a team of junior engineers, ensuring timely delivery of high-quality support services to clients.
- Achieved high client retention rates through consistent delivery of excellent technical support services tailored to individual needs.
- Assist customers with product installation, training, and troubleshooting.
- Maintain in-depth product knowledge to address customer queries and provide proactive solutions

Customer Support Associate
Tech Mahindra | Ahmedabad, Gujarat, India
Aug 2022–Dec 2022
- Managing customer queries and provided solutions, enhancing customer satisfaction through phone and email support.
- Delivered in-depth product information and resolved customer complaints efficiently.
- Consistently met performance targets, focusing on quality and accuracy in troubleshooting customer issues.

Research Analyst Intern
Airtel | Visakhapatnam, Andhra Pradesh, India
- Conducted comprehensive market research to identify key industry trends and inform strategic decision-making.
- Public reaction about 4G services in specific area and knowledge better or not 4G benefits.

PROFESSIONAL SUMMARY

Dynamic Senior Technical Support Engineer with a proven track record at Petpooja, leading customer satisfaction and retention. Skilled in application support and defect tracking. I streamlined troubleshooting processes, achieving significant improvements in issue resolution times. Committed to delivering exceptional service and fostering strong client relationships.

SKILLS
- Technical Troubleshooting
- Problem-Solving & Critical Thinking
- Mobile & Web Application Manual Testing
- Hardware & Network Configuration
- Software Installation & User Training
- Remote Desktop Support & Help Desk Software
- Technical Marketing & Product Knowledge

EDUCATIONAL BACKGROUND

Diploma in Software Testing and Automation
Tops Technologies | Ahmedabad
November 2024—up to date

Bachelor of Business Management (B.B.M.)
Andhra University | Visakhapatnam,
Andhra Pradesh, India
Jul 2013–Mar 2016

Language : English, Hindi, Marwadi

Hobbies : Table Tennis, Collecting Images