

Akash Kumar Nagar

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PROFESSIONAL SUMMARY

Experienced Technical Support Engineer with a strong background in troubleshooting and resolving hardware, software, and network issues. Skilled at providing exceptional customer service while ensuring seamless system performance through proactive solutions. Adept in mobile and web application manual testing, along with extensive experience in product knowledge, hardware configuration, and software training.

KEY 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
 - Customer Support & Issue Resolution
 - Technical Marketing & Product Knowledge
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WORK EXPERIENCE**Senior Technical Support Engineer**

Petpooja | Ahmedabad, Gujarat, India

Dec 2023 - Present

- Deliver expert technical support for hardware, software, and network-related issues, ensuring quick and effective resolution.
- Provide timely assistance to customers, ensuring consistent system performance and user satisfaction.
- 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 2023 - Dec 2023

- Managed 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.

Sales Manager

Ambica Fashions | Visakhapatnam, Andhra Pradesh, India

Apr 2016 - May 2023

- Developed and executed strategic sales plans, leading to the achievement of business objectives.
- Managed product distribution and created marketing strategies to increase brand visibility and sales.
- Fostered relationships with clients, contributing to business growth and customer retention.

EDUCATION

Bachelor of Business Management (B.B.M.)

Aditya Degree College | Visakhapatnam, Andhra Pradesh, India

Jul 2013 - Mar 2016

LANGUAGES

- English
- Hindi
- Marwadi
- Telugu

