

# Syed Parvez

SUPPORT SPECIALIST

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## SUMMARY

Results-oriented Support Specialist with 4+ years of experience providing exceptional technical support to clients. Skilled in troubleshooting hardware and software issues, resolving technical problems, and delivering effective solutions. Proven ability to communicate complex information clearly and concisely, ensuring customer satisfaction. Strong organizational and problem-solving skills, with a track record of meeting and exceeding support goals.

## SKILLS

Problem solving	● ● ● ● ●	Slack	● ● ● ● ●
Communication	● ● ● ● ●	MS Excel	● ● ● ● ○
Product Knowledge	● ● ● ● ●	Sales and upselling techniques	● ● ● ● ●
Managed customer complaints	● ● ● ● ●	Patience	● ● ● ● ●
Adaptability	● ● ● ● ●	Complaint resolution	● ● ● ● ●
Active listening	● ● ● ● ●		

## EXPERIENCE

### Senior Executive

**Aegis Ltd, Bangalore India** Feb 2018 - Jul 2020

1. Delivered service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet.
2. Interacted with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
3. Gathered customer's information and determine the issue by evaluating and analysing the symptoms.
4. Diagnosed and resolved technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more.
5. Offered alternative solutions where appropriate with the objective of retaining customers' and clients' business.
6. Accurately processed and recorded call transactions using a computer and designated tracking software
7. Responded to telephone correspondence inquiries from members and utilizing current reference materials and available resources.

### Customer Service Tech Support

**FirstSource Solutions, Bangalore, India** Aug 2020 - Jun 2022

1. Responsible for fixing the customers problems dealing with direct tv equipment.
2. Helped with billing and selling promotional direct tv channels and or upgrades.
3. Dealt with a customer in the billing aspect we usually take payments or explain what their bill is.
4. Used Computer skills, different help scripts, people skills, talking with customers, typing and following directions.

5. Provided empathetic, courteous, quality customer service in an accurate and timely manner as well as maintained a positive, problem-solving approach.
6. Provided assistance to members and/or providers regarding website registration and navigation.
7. Maintained performance and quality standards based on established call center metrics including turn-around times.

### Customer Service Tech Support

**Elements 14 Pvt Ltd, Bangalore, India** *Sep 2022 - Present*

1. Assisted with software installation and configuration.
2. Provided guidance on product features.
3. Resolve technical issues.
4. Provided proactive technical support services via phone and chat.
5. Resolved a variety of customer issues, including software, hardware, networking, or configuration problems.
6. Completed daily tasks in accordance with established timeframes.

## PROJECTS

### Project Firefly

**Newark sales executive** *Feb 2023 - Jun 2023*

Contact prospective customers by both telephone and email, Market Research to develop warm leads, Use product knowledge to showcase the solutions that our company can offer to prospects, Negotiate price with clients who are interested in making bulk orders, Maintain contact with existing clients to make sure they are satisfied and request referrals.

## EDUCATION

**Bachelors of commerce**

**Almighty Degree Evening College**

Graduate

## LANGUAGES

English



Hindi

