



Hemant Singh Rathore

Senior Technical Support

Tech Support Associate/ IT Support with 6.5 year experience

PROFILE SUMMARY

Inbound Calling, Tech Support, TSO, TSE, Technical Support Executive, Technical Support Officer, Good Typing Speed, IT Help Desk

EDUCATION

	not pursuing pg
2011	BCA Maharishi Dayanand Saraswati University (MDSU), Ajmer
2008	XIth Hindi
2006	Xth Hindi

WORK EXPERIENCE

Jan 2018 - Oct 2023	Senior Technical Support Executive Sarovara Technologies formerly Benchmark Internet Group
Jan 2018 - Oct 2023	Senior Technical Support Executive Benchmark internet group private india limited
Aug 2017 - Nov 2017	Senior Process Associate Accenture Chat and email support
Aug 2015 - Aug 2017	Tech Support Associate II Convergys Provided Cx technical support for troubleshooting WINDOWS AND OFFICE [Installation, Download and Activation] within Microsoft process.

PERSONAL INFORMATION

- Email
hemantrathour@gmail.com
- Mobile
(+91) 8290800670
- Total work experience
6 Years 6 Months

KEY SKILLS

- MS Office
- MS Office Outlook
- IT Support
- Remote Support
- Helpdesk
- Service Desk
- Technical Helpdesk
- IT Service Desk
- Technical Support
- Laptop Support
- IT Technical Support
- Software Support
- Client Support
- Product Support
- Desktop Support
- Technical Analysis
- SaaS
- Detail-Oriented
- Telephone Skills

OTHER PERSONAL DETAILS

City Jaipur

Country INDIA

LANGUAGES

- English
- Hindi

Jul 2014 - Aug 2015

Process Executive

Cognizant Technology Solutions Pvt Ltd.

Insurance Vertical

COURSES & CERTIFICATIONS

- Ethical Hacking