

AKASH CHOUHAN

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📍 Jamshedpur 831005

SKILLS

- Remote Support
- Network Administration
- Hardware Configuration
- Operating systems
- Software Installation
- Application support
- Technical analysis
- Data visualization and analytics

EDUCATION

Annada College of Hazaribagh
Jharkhand • 04/2020

Bachelor of Commerce: Accounting And Finance

CERTIFICATIONS

- Certification in MS power BI which includes activity like Data visualization dashboarding and DAX functions for analysis and calculation.
- Adept at using Microsoft Excel to analyze sales data for potential organizational growth
- Basic understating of SQL server like to store and modifying the data.

PROFESSIONAL SUMMARY

Technical analyst with two years of experience, diverse skill set, solving issues for clients and employers. Friendly and flexible technical expert who speaks in a language that engineers and non-technical users can understand. Skilled at writing technical requirements and specifications for publication and providing one-on-one support.

WORK HISTORY

In2talk technologies and consulting Pvt Ltd - Technical Support Analyst
Bangalore • 02/2023 – 10-2024

- Perform **administrative assignments** such as **detailing** on KPIs and other **execution measurements together with making** dashboard and analyzing **Data utilizing MS Excel and MS Power BI software.**
- Implemented a new **tickteing sys** that improved tracking the issue and facilitated a 20-30% quicker resolution time.
- Acted as a lead to for **troubleshooting and resolving** advanced network issue, acheving a 25% reduction in company wide conectivity complaints.
- **Proficiency in CRM tools like.- Zendesk, Intercom, Zoho.**
- **Proficiency in Software like.- Slack for communication and collab, MS office 365 for multitasking like.-Microsoft Teams, Word, Excel, PowerPoint, Outlook, OneDrive, and so much more**
- Achieved 97% satisfaction rating from end clients through effective communication and rapid issue resolution.

PTS consulting pvt ltd - Case Manager Specialist (CSE)
Kolkata, India • 01/2022 - 01/2023

- Facilitated communication between clients, families, community organizations, and other agencies to ensure appropriate services were provided.
- **Developed and maintained** case management plans in accordance with agency policies and procedures.
- Coordinated referrals **for medical care, housing, legal assistance,** and other social services as necessary.
- Respond to employee impacting issues that may arise during the leave event and ensure the right communication occurs using tool **like DALI service console(Salesforce).**

Concentrix - Advisor
Ranchi, India • 12/2017 – 08/2021

- Provided excellent customer service to resolve customer complaints in a timely manner.
- Assisted customers with product selection, ordering, billing, returns, exchanges, and technical support.
- Maintained detailed records of customer interactions, transactions, and comments for future reference.

ACCOMPLISHMENTS

Served highest number of clients in a month which Increased number of

resolved tickets by 10% over previous month

➤ HOBBIES

MAINTAIN FITNESS

Maintaining fitness involves regular exercise, balanced nutrition, adequate rest, and stress management. I usually Aim for a mix of cardio, strength training, and flexibility exercises Eat variety of nutrient-dense foods, prioritize sleep, and manage stress with techniques like meditation. Consistency and balance are key for long-term fitness maintenance.

LANGUAGES

English



Advanced (C1)

Hindi



Advanced (C1)