Prerit Tripathi

Technical Support

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SUMMARY

I worked as an Engineer in Tata Consultancy Services (TCS) for 2 years. In this role I need to connect with clients for resolving there software issue if they are facing any issue in the software provided by the company. I also worked as team lead where I need to manage the team of 8 to 10 members. The project name is Global Helpdesk Support.

EXPERIENCE

Programmer

Tata Consultancy Services

📅 2021 - 2023　📍 Bangalore

Tata Consultancy Services (TCS)

- Experience of using MS Office.
- Experience of working on different CRM's.
- Always resolving ticket within the SLA.
- Always take customer feedback.

TRAINING / COURSES

Python　　　　　**PHP**

Soft Skills

EDUCATION

Bachelor Of Computer Applications

Dr.Virendra Swaroop Institute Of Computer Studies

📅 2017 - 2020　📍 Kanpur , Uttar Pradesh , India

SKILLS

Ticketing Tool　　**CRM**

Customer Support　　**Networking**

Tool / Technology　　**Tool / Technology**

STRENGTHS

Believe in smart and hard work.
Believe in your self.

Work with 100% honesty and dedication.
Consistency.

Result Oriented.
Follow the right process.

LANGUAGES

English
Proficient　　●●●●○

Hindi
Proficient　　●●●●○