

## **Manish Jain**

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## **SUMMARY**

- Over 7 years of professional experience in providing *Technical Support for all types of ppc calls to the customers of US/UK/Canada/Australia.*
- Skilled in system management, analysis, troubleshooting, hardware and software installation, technical support
- Experienced in fostering and developing client relations, providing end user technical solutions and increasing efficiency to enhance profitability
- Leadership skills include ability to lead and motivate co-workers from all backgrounds, creative problem solving and solution-oriented work style, decisive and confident decision-making and in-depth proficiency with new technology trends.
- Well-developed communication skills demonstrated through, documented writing and editing talents, ability to work well independently and as part of a team, developing effective client relations, providing superior client service and satisfaction.

## **PROFESSIONAL CREDENTIALS**

Also worked with *Humanitics Dimensions Software, Saket* for (1 year)

Last worked with *Sunrise esupport Pvt. Ltd., Gurgaon* (2.3 years)

Worked as *Technical support executivewith Jinionline Technical Services Pvt. Ltd.* (1.5 years)

Worked as *Technical Support Officer* with *Pccare24 Solution Pvt. Ltd.* (1.5 years)

Worked with *iYogi Technical Services Pvt. Ltd. as Technical Support Officer* (1 year)

## **TECHNICAL EXPERTISE**

### **Administration Skills**

Installation, configuration, troubleshooting, support, and maintenance of PC hardware and peripherals including desktop computers, printers, scanners, modems, and networked printers.

### **OS Knowledge Base Skills**

All Microsoft Windows OS XP/Vista/Win7/8/10

## **EDUCATIONAL CREDENTIALS**

- **Matriculation** from *Mahavira Senior Model School, Delhi (1997)*
- **Higher Senior Secondary** from *NIOS, New Delhi (1999)*
- **B.Com (P)** from *University of Delhi, New Delhi (2002)*

## **PROFESSIONAL AFFILIATIONS**

- 2 Years Diploma in **Computer Hardware & Networking** from *Jetking Institute of Technology*.
- 1 Year Diploma in **Computer Software** from *CMC Ltd*.
- **Microsoft Certified System Engineer**
- **CCNA Training** from *Network Nuts*

## **PERSONAL INFORMATION**

- **Father's name:** Late Shri Anil Kumar Jain
- **Date of birth:** 22-12-1979
- **Hobbies:** Swimming, Chess
- **Marital Status:** Married
- **Nationality:** Indian
- **Strengths:** Pious, Trustworthy, Obedient