

## **DEEPANK SINGH**

Email – deepanksinghlove@gmail.com

Ghaziabad, U.P, 201203 **Mobile** - +91-9958582408

### **CAREER OBJECTIVE**

Looking for an industry that will give me a platform to utilize my skill with challenging and growth oriented positions and to work continuously towards increasing my technical skill, professional expertise and overall development and want to provide an improved lifestyle to society.

### **PROFESSIONAL SUMMARY**

I have the ability to do things effectively as I am a good learner, hard worker, result-oriented, highly motivated, dedicated and hungry to learn new technologies. Creates solutions to customer problems. Provide sound recommendations to their queries. Solving 99% of issues without transferring to Tier 2 support.

### **ACADEMIC QUALIFICATIONS**

- **B.Sc** ( Percentage-64.14 ) passed in Year 2019 from Sri dev suman university Their, Uttrakhand.
- **Intermediate** ( U.P board, Percentage- 59.9 )
- **High School** ( CBSE board,Percentage-60.2 )

### **Organization Experience (2.5 Years)**

- ❖ Currently working with **Connqct business solutions pvt ltd. (onsite location TCS, Incometax department Vaishali, GZB)** as **Technical Support Engineer** at **L1 Support** from **22<sup>TH</sup> SEP. 2019.**

#### **Job Role:-**

- . Provide solution of query regarding **ITBA** Portal Related issues/query. Solved queries or the problem of the AO faced regarding same on calls or emails for solution.
- . Provide technical support to the income tax officer on ITBA Helpdesk Portal Related issues with the help of Oracle database & SQL,PL/SQL
- . Provide solution of Escalation tickets or CPGRAMS to **Income Tax** officers And **CIT Income Tax** With the help of Production Team managers.
- . Work closely with **TCS** and **INFOSYS** team And assist production support engineers and technical account managers.
- . Escalated help desk tickets to level 2 in the most crucial circumstances and considerable time had been spent on a single ticket or CPGRAMS when outside the scope of L1 technician support.

- . Provide proactive communication to Clients, account managers and project managers.
- . Functional knowledge of Income Tax related modules Such as ITR, Assessment, Appeal Refund etc.
- . Data fixes on production environment & Extraction of Data as user query.

❖ Worked in **Cargo.on.go Pvt Ltd.** for 11month. Here my work responsibility is Handled administrative tasks such as answering phones, Replying Emails, Ordering hardware materials according to needs, Testing new products and resolving any issue, Check daily updates, Installation window, latest Antivirus etc.

### **. Key Achievements**

\_. Solved 99% of level 1 tech support tickets without needing to escalate to level 2 tech support engineers.

### **Project Details**

- **Name:** Income Tax Business Application (Related to Income tax department)
- **Duration :** Sep.2019– Till Date
- **Skilled use:** SQL, PL/SQL, Oracle Database
- **Role :** Technical Support Engineer

### **TECHNICAL EXPOSURE**

- Working on SQL, PL/SQL.
- Working knowledge on various DML & DDL.
- Knowledge of MS Office, Excel, Power point.
- Knowledge Of Database Management System (DBMS).

### **STRENGTHS AND PERSONALITY TRAITS**

Self Motivated. || Self Confident. || Keen Desire to Learn. || Result Oriented Work Done. Flexible And Work in a Team.

### **HOBBIES AND INTERESTS**

Surfing on the internet. || Reading books in leisure time. || Listening to music. Gardening. || Playing cricket & T.T.

### **PERSONAL DETAILS**

- **FATHERS NAME :** Mr. Vinay Kumar Singh
- **PRESENT ADDRESS :** KA-95 karpuri puram :Govindpuram Ghaziabad U.P
- **LANGUAGE KNOWN :** Hindi, English
- **MARITAL STATUS :** Unmarried
- **RELIGION :** Hindu

• **DOB : 03/08/1993**

**DECLARATION**

I hereby declare that the above furnished information is true to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned parts.

**CURRENT PLACE: GHAZIABAD, UTTAR PRADESH**

**DATE: / / (DEEPANK SINGH)**