

## **Rajan Prakash Chand**

[rajanchand48@gmail.com](mailto:rajanchand48@gmail.com) | +44-0570731478 | Glasgow city

### **Objective/Summary:**

Dedicated professional with 2 years of customer service and 3 years of technical experience. Skilled in troubleshooting, networking, IT support, and technical problem-solving. Expertise in creating documentation and training materials. Proven ability to collaborate with cross-functional teams for enhanced customer satisfaction.

### **Work Experience:**

Dish Media Network Ltd

Customer Service Supervisor, 2022-2024

- Monitor team performance and provide feedback/training
- Improve customer service processes
- Resolve escalated issues promptly for satisfaction
- Communicate with customers via phone or email.
- Resolve complex or escalated customer issues requiring advanced problem-solving and specialized expertise
- Mapped business processes and developed web-based automation solutions to increase efficiency.
- Monitor team performance through KPIs such as resolution time, customer satisfaction, and call handling time.

WorldLink Communication Ltd

Technical Supervisor 2019-2022

- Implemented comprehensive network monitoring systems to proactively manage performance and security.
- Managed and optimized infrastructure for a leading ISP, improving uptime and service reliability for over 700,000 users.
- Manage the least time for the monitoring/inspection of Fieldwork.
- Monitor and plan Map base planning/GPON//POP/Trunk Links.
- Trouble-shooting connectivity's on Extreme Switches, Raisecom switches, Juniper and OLTs.

## **Education:**

### **MSc. Information Technology**

- University of West of the Scotland, Paisley Scotland
- Major: Project Management

### **BSc. Computer Science and Information Technology**

- Asian College of Higher Studies, Kathmandu Nepal 2016-2022
- Major: Networking

## **Project:**

### **Chatbot Development for Customer Support**

*Dish Media Network Ltd | Jun 2023-Oct 2023*

- Coordinated with developers to implement and integrate the chatbot with the company's CRM system, streamlining customer data handling.

### **CRM System Optimization**

*Dish Media Network Ltd | Oct:2022-Dec-2022*

- Analyzed existing CRM workflows, identified areas for improvement, and implemented custom features that enhanced lead tracking and reporting.

### **Passive Network Monitoring System Dashboard**

*Dish Media Network Ltd | Oct:2022-Dec-2022*

- Coordinated with the NOC and developer teams to design and implement the network monitoring system dashboard for real-time network insights.

## **Training:**

- Training of the trainers -Child SafeNet
- Customer Service Training – Dish Media Network Ltd
- Management Schedule Training -Dish Media Network Ltd
- DevOps- Techaxis
- Device Configuration -WorldLink Communication Ltd
- Optical Network Infrastructure – WorldLink Communication Ltd

**Skills:**

**Technical Skills:** Networking & Protocol, Internet Technologies, Troubleshooting, Hardware, Operating Ticketing, Monitoring system.

**Other Skills:** Leadership & Management, Customer Support, Problem Solving, Communication, Time management

**References**

Sabin Maharjan: HOD of service and customer Support

Relation: Manager

Contact: maharjansabin@dishhome.com.np