

# ARTI

artimaurya2805@gmail.com | 9956159925/8077190338 | Gurugram

## PROFESSIONAL SUMMARY

'Experienced as a customer representative where I can use my exceptional interpersonal and communication skills to resolve customer issues and foster a positive relationship between the customers and the company.'

## SKILLS

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| <ul style="list-style-type: none"><li>• Technical issues analysis</li><li>• Desktop support</li><li>• Technical Support</li><li>• Troubleshooting Technical Issues</li></ul> | <ul style="list-style-type: none"><li>• Customer Complaint Resolution</li><li>• Good communication skills</li><li>• Account creation</li></ul> |
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## WORK HISTORY

August 2021 – Current  
Customer Service Technician-Level 1  
Rackspace Technology - Gurgaon, Haryana

- Handling Inbound Calls /chats/ for email security, spam filtering, threat protection.
- Worked on Office365 administration, Email migrations, license management with enterprise clients.
- Experienced in handling cloud office queries, application related query i.e., Outlook/Teams/SharePoint
- Assigning permissions and roles to users' office365 admin Centre.
- Providing resolutions to clients for unresolved tickets over the phone when necessary.
- Managing and updating required policies such as SPF, DKIM, and DMARC for client's domains.
- Managing DNS records and domain registrations and renewals.
- Troubleshooting office365 applications such as outlook etc...
- Providing knowledge transfer to new hired employees.
- Email support troubleshooting on Windows/Mac/I Pad/Android/IOS.
- Exchange online trouble shooting using mail flow and message trace and providing resolutions to customers.

Apr 2019 –August 2021  
Technical Support Representative  
IBM India Pvt. Ltd. - Gurgaon, Haryana

- Handling Inbound/Making Outbound calls regarding account details/Access Requests/Application Issue.
- Processing Email Tickets, IMAC tickets both New Hire and Termination.
- Deals/Connect with the resolver group to resolve the Severity issue.
- Working on the VDI tickets.
  - Providing new access
  - Provide admin rights to the dedicated VDI users.
  - Solving the issue regarding VDI login or other applications.
- Used ticketing systems to manage and process support actions and requests.
- Translated complex technical issues into digestible language for non-technical users.
- Built and maintained internal knowledge bases for support products to expand available feedback and performance data.
- Good troubleshooting knowledge on VPN issues
- Account creation and management and password resets on Active Directory include adding services to AD for New Hire.

Apr 2018 - Apr 2019  
Customer Care Executive  
Ginperpan Swapkart Pvt. Ltd. - Delhi, Delhi

- Handling incoming calls to resolve client's query.
- Outbound calls to book appointments and sell out Subscription. Handling near Buy and Little App queries, redemption of coupons. Supervision over to the reviews of Play Store and Face book.
- Handling Emails and Face book queries. Handling Just Dial clients and helping them to get the service.
- Resolved concerns with products or services to help with retention and drive sales.
- Coordinated timely responses to online customer communication and researched complex issues.
- Listened to customers' questions and concerns to provide answers or responses.
- Drove sales by educating customers about products and services.

## EDUCATION

05/2017 <b>MBA:</b> Marketing and Finance 76.04% K.I.E.T Group of Institutions   Ghaziabad	05/2015 <b>B-Comm.:</b> Commerce 71.25% National P.G. College   Lucknow
03/2012 <b>12<sup>th</sup></b> 54.6% Nirmala Convent Sr. Sec. School   Renukoot	03/2010 <b>10<sup>th</sup></b> 7.2 CGPA Nirmala Convent Sr. Sec. School   Renukoot

## TRAINING\CERTIFICATION\BADGE

- ❖ Active Directory & Group Policy Lab 2019
- ❖ IBM Block chain EssentialsV2
- ❖ Cognitive Practitioner
- ❖ Finance & Accounting Essentials
- ❖ IBM Agile Explorer
- ❖ Desktop Virtualization Planning with VMware
- ❖ VMware Desktop Virtualization Management
- ❖ Quality in Practice Badge
- ❖ Resource And Capacity Management
- ❖ Internship as an Educational Counselor at **BYJUS (THINK NLEARN)**
- ❖ **45** days Internship from Aditya Birla Group on the topic “**Distribution Channel**”
- ❖ **3** days training of **SPSS** from Krishna Institute of Engineering and Technology
- ❖ **3** days training from Medha Learning Foundation “**Key to Professionalism**”

## ACHIEVEMENTS

- ❖ Stood second position in InfoTech Prkalp on ‘**MAKE SKILL DIGITAL**’(2016)
- ❖ Stood first position in **Poster** making competition in InfoTech on ‘**JUVENILE CRIMES IN INDIA**' (2016)
- ❖ Certificate of **Star Performance** from department of MBA (2015-2016)
- ❖ Participated in **NATIONAL SEMINAR** on moving towards “**MAKE IN INDIA**”(2016)
- ❖ Participated in Seminar on “**CYBER TERRORISM**”2016
- ❖ Participated in group dance competition under **NIRVANA** at Vidya Knowledge Park(2016)
- ❖ Participated in solo dance competition under **NIRVANA** at Vidya Knowledge Park(2016)
- ❖ Participated in the event **CONFLUENCE-TECHNO MANAGERIAL SKILLS** at **K.I.ET(2015)**
- ❖ Stood third in **Just a Minute** Extempore at department level(2015)
- ❖ Stood first in **Group Discussion** department level (2015)
- ❖ Stood first in Group Dance in cultural event of Independence Day(2014)