

# Saurabh Rao

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## Summary

Technology-inclined professional possesses strong troubleshooting capabilities and customer-oriented attitude. Experienced in providing software support to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive optimal user experience.

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## Experience

### Operative Media

Product Support Specialist, Bengaluru, Karnataka

08/2019 - Present

- Collaborated with cross-functional teams to address complex customer issues, ensuring seamless resolution.
- Supported clients during critical incidents, demonstrating a calm and reassuring demeanor under pressure while working towards a swift resolution.
- Documented customer interactions and performed troubleshooting in customer relationship management software and case management modules.
- Managed and prioritized multiple projects simultaneously, worked independently and drove results.

### Infosys BPM

Process Executive, Pune, Maharashtra

02/2016 - 03/2017

- Providing on call resolution of the telecommunication network on occasional basis
  - Keeping track of the network infrastructure.
  - Updating communication providers with network build information.
  - Gathering information from the controls to know the progress of the orders or task.
  - Testing network parameters.
  - Raising incidents and getting them closed with the relevant technical team.
  - Testing order progression on multiple applications like Siebel, CSS, flow, order tracker etc.
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## Skills

Customer service, Microsoft excel, HTML/CSS, JavaScript, Python, SQL, MongoDB

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## Education

### HR/Operations

International School of Management Excellence, Bengaluru, Karnataka

03/2019

### Electronics and Communication

St. Aloysius Institute Of Technology, Jabalpur, Madhya Pradesh

06/2015

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## Certificates

## Languages

English, Hindi

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## Links

- Linkedin - <https://www.linkedin.com/in/ksaurabhrao/>
- Github - <https://github.com/saurabh91798>