

Sandeep G.C.

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CAREER SUMMARY

- Customer Support Solutions Consultant with a leading Satellite internet provider with a solid technical understanding across networking, broadband and voice technologies, including ADSL, Fibre, Wireless, VOIP, layer 1/2 networking and Customer Premises Equipment.
- Highly organized individual in conducting financial investigation and audit on labour and inventory variances. Examining operating costs and organisations' income and expenditure.

PROFESSIONAL CAREER

Ipstar Broadband

Customer Support Solutions Consultant

Aug 2019 - Current

Responsibilities

- Provide Level 1/2 technical support to the clients with service issues and requests over the phone in a timely manner.
- Build smart forms in collaboration with support team including Customer Solutions Team Leader and Customer Operations Manager.
- Monitor customer and internal networks and systems, escalating complex technical issues to the engineering team

Achievements

- Attained resolution time within 10 minutes for most service calls with many 5-star product reviews.
- Significant reduction in work time with smart forms and processes.
- Continuous improvement of the internal networks and system.

William Fashion Logistics

Junior Inventory Controller

Feb 2018 - Aug 2018

Responsibilities

- Liaising with customers and internal teams regarding inventory requests
- Investigate and resolve product discrepancies and make informed decision to operation managers
- Data entry of stock receipted and ensuring product integrity
- Produce internal and external reports to clients and senior managers

TERTIARY EDUCATION

Coding Boot Camp University of Sydney	Feb 2021-Current
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Advanced Diploma of Information Technology Australian College of Business Intelligence	Oct 2017-Oct 2019
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Bachelor of Accounting Holmes Institute, Sydney	Jan 2013 - Dec 2015
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Advanced Diploma of Accounting Clarendon Business School, Sydney	Aug 2011 - Oct 2013
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Other Qualification

Certificate 4 in Leadership Management Charlie Bell School of Management, McDonalds Head Office	Apr 2016
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Certificate 3 in Retail and Operations Charlie Bell School of Management, McDonalds Head Office	Nov 2013
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LinkedIn Courses

Networking Foundations: Networking Basics LinkedIn Learning	Oct 2019
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CompTIA A+(220-901) Cert Prep: 5 Networking LinkedIn Learning	Mar 2020
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Microsoft 365 Essential Training LinkedIn Learning	May 2020
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Voluntary Work

- Created a Facebook page to raise fund in order to support the victims during massive earthquake in Nepal and raised 5414 dollars and donated the money through Red Cross.

Languages

- Fluent in English, Hindi and Nepali.

References

Available on request