Piyushsingla034@gmail.com

Brampton, Ontario, CA

**Piyush Singla**



**EDUCATION**

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| **Diploma, Computer Programming** | |
| ***Seneca College***, Toronto | |
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**Technical SKILLS**

**Languages** : C, C++, Java , HTML , CSS, JavaScript.

**Protocol Suite**  : TCP/IP , SMTP, FTP ,LAN, WAN and Active Directory Management.

**Tools** **:** BMC Remedy, and Wireshark.



**Call Centre SKILLS**

1. Helpdesk Ticketing, Security, Service Improvement Research, Remote Support.
2. Task Management, Network Monitoring, Management, Web domain and Operating System Management , Process Improvement .
3. Client Relationship Management, Application Installation and Upgrade, Procedure Development, End-User Support, Vendor Management, Hardware Upgrade, Installation and troubleshooting.



**PROFESSIONAL EXPERIENCE**

**Crew Member | *Customer Experience associate* | Call Centre Experience**  **May 2021 – present**

* Kept records of customer complaints, recorded details of inquiries, issues, or comments, as well as actions taken to enhance customer service.
* Provided effective solution efficiently to understand customer’s requirements.
* Studied and analyzed customer's needs to prepare a good price performance solution.





**Soft SKILLS**

* Excellent communication and Teamwork
* Multi-tasking and working in fast-paced environment
* Strong problem-solving skills and customer service skills
* Focused on learning new strategies and scripts quickly to maximize performance.



**LEADERSHIP & EXTRACURRICULAR ACTIVITIES**

* Volunteered for Orientation Week and IT Projects showcase on multiple occasions.
* Mentored new Volunteers with Role and responsibilities during project showcase.

