NISHANT SINGH

Flat No 11 A Delta 2 Windsor Estate Adarsh Nagar Vadgaon Sheri Pune 411014 7028611469| [nishantrathour26@gmail.com](mailto:nishantrathour26@gmail.com)

**OBJECTIVE:**

Highly skilled Application Support Analyst with expertise in Windows/Unix and Linux-based systems. Vast experience in high-volume environments with strong analytical, communication, and organizational abilities. Complex problem solver able to thrive in fast-paced and challenging roles.

**Core Qualifications**

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| --- | --- |
| **.**SQL understanding  **.** Basic programming knowledge  **.** Data processing  **.** Quality assurance  **.** Agile/SCRUM | **.** Document control  **.** Root cause analysis  **.** Software release management  **.** Flexible schedule  **.** Team player |

**EXPERIENCE:**

January 2022 – Present **Verificient Solutions Pvt Ltd, Application/Product Support Specialist**

**.** Experience inL1 and L2 functional application support. Report, troubleshoot, and document client

application issues.

**.** Sound knowledge of Blackboard, D2L, canvas and Moodle LMS

**.** Help the learner to get started with Application.

**.** Resolve the issues of the learner on email and call.

**.** Help instructor to customize and integrate to the test.

**.** Troubleshooting web application if required for the learner or instructor.

**.** Participate in mass testing with testing team to test the application and help them debugging the errors

**.** Resolve the on-boarding issues of the learner by taking the remote access to the system and get the on boarding approve for further process.

**.** Handling the team of 10 members in the absence of shift lead.

**.** Create the ticket in fresh desk and follow up on the same, working on email and portal queries.

**.** Handling escalation and incidents with the help of Dev team and take update on time.

**.** Sound knowledge of Google Work space.

**.** More than 4 yearsCX support experience.

**Previous Experience**

(Level 1 Support) in New Queue 2018 Oct to 9th January 2022

Roles and Responsibilities

**.** Troubleshot problems involving timeliness of services.

**.** Communicated technical and non-technical information via calls or emails.

**.** Provided production support by documenting tickets and communicating with customer and vendor.

**.** Resolved system issues on own and collaborated with IT team members.

**.** Supported tactical and strategic goals of the IT Production Support Team.

**.** Ensured compliance with structured Project Delivery Process.

**Designation –** (OBA) 2017 March to 2018 Oct

Roles and responsibilities:

**.** Ensuring completion of assigned work within TAT (Achieve expected target)

**.** Provided support to sales representatives and performed work

**.** Assisted work of assigned products and provided expert product knowledge.

**.** Managed all customer expectation and assisted in exceeding expectations.

**.** Coordinated with product management and maintained knowledge of all current information for quick access.

**.** Administered all salesperson problems and assisted in its resolution.

**.** Collaborated with central data and ensured appropriate product descriptions.

# Company Name: Mphasis

**Duration**: From Aug 2011 to July 2012

**Designation**: CSE Customer Support Executive

**Roles and responsibilities:**

* + Received call, Email related to card services and internet banking services.
  + Use to assist customer regarding banking related issue.
  + Use to assist customers to set their internet password or set mobile banking app etc.
  + Scheduling service request for customer as per documentation.

**Operating Systems:** Windows server 2003/2008 /2012 / 2016 /Linux

**EDUCATIONAL QUALIFICATION:**

MCA (Computer Science) from Himalayan University AP Itanagar

BCA (Computer Science) from SMU Pune

Diploma (Electronics Communication) HMS Tumkur, Bengaluru Karnataka

**LANGUAGES:** English

Hindi

**PERSONAL DETAILS:** Date of Birth: 26/01/1990

Marital Status: Single

Nationality: Indian

Gender: Male

**DECLARATION:**

I hereby declare that the above-mentioned information is true to the best of my knowledge.

Place: Pune

Date: 09/02/2023 ( Nishant Singh)