

Prasanth Rajamani - Technical Support Engineer

Al Barsha

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UAE

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OBJECTIVE

Analytical Technical Engineer and Customer Care Representative with 3 years experience who adapts to resolve complex technical issues. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards.

EXPERIENCE

Technical Support Engineer at Pedigri Technologies LLC

Dubai - UAE

July 2017 – December 2019

- Achieved consistent #1 or #2 rankings in monthly outputs, including customer satisfaction ratings
- Performed Road-Show activities in DED, Dubai Immigration Department along with special appreciation emails
- Mentored new employees and explained protocols clearly and efficiently
- Gained excellent time management skills while performing customer support and technical engineer
- Managed as a Team Leader for the Brand Huawei eventually increasing Productivity Rates for a month
- Learned IT works especially Software Installation, Remote Troubleshoot Support as apart from my responsibility

Customer Care Representative / Call Center at Pedigri Technologies LLC

Dubai - UAE

July 2018 – February 2019

- Providing technical support and safeguarding the customer's investment
- Analyzing customer data to identify usage gaps and to propose best practices
- Having 8 months experience on customer service and call center, I've managed to increase user satisfaction by 20%
- Collected and updated customers product details into the system

EDUCATION

Saveetha Engineering College (Chennai - India)

Bachelor's / Electronics and Communications

August 2013 – August 2017

TECHNICAL SKILLS

- **Hardware** - Assembly, Maintenance, Peripherals, Drivers, Troubleshooting, Mobile Technology
- **Software** - Installation, Debugging, Microsoft Office, Adobe Creative Cloud, Quickbooks
- **Operating Systems** - Microsoft Windows 10, Windows 8, Android, iOS, GNS3, Cisco IOS
- **Networks** - Configurations Router & Switches, TCP/IP Technology, WAN/LAN Technology
- **Security** - Monitoring, Backup Management, Virus Protection
- **Programming Languages** - C, C++

GENERAL SKILLS

- **Customer Support / Customer facing**
- **Business Communication Skills**
- **Collaborating Effectively**
- **Attention to Detail**
- **Ability to learn from mistake**

LANGUAGES

- **English** - Professional Working Proficiency
- **Hindi** - Professional Working Proficiency
- **Tamil** - Native
- **French** - Elementary Proficiency

ACHEIVEMENTS

UAE Driving License

December 2019

- LMV - Automatic

Highfield Level 2 Certifications

April 2019

- Emergency First Aid at Work

Typist

January 2010

- Senior Typist - English