Vignesh Kumar

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Summary

Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

Skills

- Inbound and Outbound Calling
- Customer Support
- Calm and Professional Under Pressure
- Efficient and Detail-Oriented
- Interpersonal Communication
- Teamwork and Collaboration
- Application Installations
- Problem-Solving
- Software Updates
- System Troubleshooting
- Root Cause Analysis
- Technical Documentation
- Issue Research
- Customer Service
- Issue and Resolution Tracking
- Willingness to Learn
- Active Listening
- Following Direction

Experience

Customer Service Associate
February 2023 to April 2023
Nirvaana Cs - Chennai, IN

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Consulted with customers regarding needs and addressed concerns.
- Addressed inquiries, resolved customer issues and managed customer relations.
- Followed policies and procedures to meet or exceed established performance requirements.

Technical Support Engineer
June 2022 to October 2022
CSS Corp - Chennai, Tamil Nadu

- Analyzed issues to identify troubleshooting methods needed for quick remediation
- Served as the primary point of contact for support relating to owned solutions and products
- Assisted remote clients in installing and integrating hardware components and software.

Education and Training

Bachelor's : **Computer Science Engineering**, June 2022
Dr. M.G. R Educational And Research Institute - Chennai

H.S.C : **Computer Science**, April 2018
SBIOA Model Matriculation Higher Secondary School - Chennai

SSLC : March 2016
SBOA Matriculation Higher Secondary School - Chennai, Tamil Nadu

Certifications

Digital Network Security April 2020 to April 2020 Completed the course from Alison on Computer Networking - Digital Network Security - Revised SQL July 2021 to July 2021 Completed the course from SoloLearn on SQL

Languages

- English - Fluent