



JYOTI

PIPRIS SANT RAVIDAS NAGAR, UTTAR PRADESH-221401

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OBJECTIVE

To work in a challenging environment where all my skills will be Utilized and I will get a chance to develop new skills keeping my mind the aims and objectives of the company.

EXPERIENCE

Q CONNECT BUSNISS SOLUTION LIMITED

Customer service associate

31 January 2022 – Present

- Customer Care Associates are responsible for ensuring a high level of customer satisfaction; common job duties listed on a Customer Care Associate resume are taking phone calls from customers, performing research, collecting and forwarding required information, and developing solutions to improve service quality.

Key skills

- Computer professionalism
- Networking desktop support
- Installation and configuration of windows and application, troubleshooting. Maintenance. Upgrade system
- Backup and recovery of desktop/laptop
- Printer configuration, troubleshooting and technical problem
- Switch, router configuration and software application , DNS ,DHCP
- Hardware, software trouble (desktop, laptop and printer)

EDUCATION

10TH STANDARD

BOARD NAME: UP BOARD OF SECONDARY EDUCATION

INSTITUTION: SHRI PATI SHIVSARAN HIGH SCHOOL

YEAR:2016

12TH STANDARD

BOARDNAME: UP BOARD OF SECONDARY EDUCATION

INSTITUTION: SHRI CHHAVIRAJI INTERMEDIATE COLLAGE

YEAR:2018

INDUSTRIAL TRAINING INSTITUTE

BOARD NAME: NATIONAL COUNCIL FOR VOCATIONAL TRAINING

INSTITUTION: GOVERNMENT INDUSTRIAL TRAINING INSTITUTE,BHADOHI

YEAR:2018-2020

ADDITIONAL KNOWLEDGE

BOARD NAME: NATIONAL SKILL DEVELOPMENT CORPORATION

INSTITUTION: SPEAK WELL SKILL SCADEMY(MUMBAI)

YEAR:2016

CRAFTSMENS INSTRUCTOR TRAINING SCHEME

BOARD NAME: DIRECTRATE GENERAL OF TRAINING

INSTITUTION: NATIONAL SKILL TRAINING INSTITUTE- RAMANTHAPUR

YEAR: 2020-2021

COMPUTER PROFICIENCY

- Good Knowledge of internet.
- Knowledge of MS office.
- Knowledge of network administration.

PERSONAL SKILLS

- Confident
- Interactive
- Good communication skills

HOBBIES

- Reading and Dancing
- Playing outdoor games

PERSONAL INFORMATION

- Father's Name : Ramesh
- Date of Birth : 19 October 2000
- Gender : Female
- Language Known : English, Hindi

PLACE :

DATE :