Vikrant **Biswas**

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Summary

Vikrant has 6+ years of work experience in the private industry working in various roles. He is passionate about coming up with quality solutions to solve client's needs and committed to staying current with the latest technologies and tools. He is independent, fairly proficient in English and willing to travel.

Skills

Communication skills

- Can communicate effectively and fluently in English language. Can also understand and communicate in Hindi and Bengali.
- Have experience with giving in-person technical training to team members in English language.

Customer Support

- Have ability to explain complex things in a simple way.
- Have experiance in handling customer emails and tickets across the world, and coordinating with them to resolve their issues.
- Have extensive experience in providing technical support to customers.

Computer Adminstration

- Have 10+ years experience working with computer systems.
- Good with many software tools such as Microsoft Excel, Microsoft Word, etc.
- Have extensive experience with configuring and managing computer networks.

Team Player

- Can work as part of a team dedicated towards common goals for the organization, to bring in more profits and customer satisfaction
- Can adapt to different roles and responsibilities well. Can easily be cross-trained into different teams.

Technical Work Experience

Mitel Networks - 5yrs	Worked as part of the technical team for various products for testing, design, and developement.
Endurance International - 1yrs	Worked to resolve customer issues across the product range involving various web hosting services.
iSOKE Technologies - 1yrs	Worked in presales to identify, classify and catagorize differentiating features from competition.

Education

West Bengal University of Technology — *Howrah, India*

Bachelors in Technology - Computer Science — *Aug. 2011 – March. 2015*

Reference in Calgary

Mr. Maiti

Working professional in Calgary

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