**Shekhar Bhardwaj**

Email ID- shekhar2671@yahoo.com

Age: 37 years  
Contact No. +91- 8758665195

Address: C-303, SG Grand, Raj Nagar Extension, Ghaziabad – 201017

**Career Objective**

**To secure a challenging position in a reputable organization to expand my learnings, knowledge and skills.**

**Skills**

**IT Support, HTML/CSS, JavaScript, JQuery, SQL, Power Bi workshop certificate, Excel, PHP/MySQL, Software Troubleshooting, OS Installation, Application Support, Technical support & Ticketing Tools.**

**Personal Qualities**

* Senior Technical Support Specialist specializing in software and hardware troubleshooting.
* Strong background in Technical Operations and Client relations.
* Strong motivational and logical skills.
* Ability to persuade the people.
* Ability to produce the best result in pressure situations.

**Employers**

* **Worked as Executive in EXL Services Pvt. Ltd, Noida from November 2022 till April 2024.**

**Key Responsibilities Handling**

* Login and making changes online on the company’s website by updating and matching the data in the backend.
* Amending and updating the details as per the Client’s requirement via chat/Tickets.

Documenting any major problems with the products in large numbers & reporting it to the concerned department.

* Achieving monthly targets for CPH, resolved cases and ACHT as demanded by the process.
* Maintaining the records and forward to the departments as per the protocol.
* **Worked as Advisor II, Chat Support Operations in Concentrix Daksh Services India Pvt. Ltd, Gurgaon from July 2017 – November 2022.**

**Key Responsibilities Handled**

* Resolving technical related Client’s issues via chat/Ticket.
* Documenting any major problems that Clients are facing with the products in large numbers & reporting it to the concerned department.
* Achieving monthly targets for CPH, resolved cases and ACHT as demanded by the process.
* Supporting the team members for the product related information.
* Creating the IT tickets for the issues which need to be escalated to the other departments for the related issues.
* **Worked as Customer Support Executive in Mazda Consultancy Pvt. Ltd, Ahmedabad from April 2015 – June 2017.**

**Key Responsibilities Handled**

* Attending escalation calls apart from taking normal calls.
* Attaining daily, weekly and monthly targets specified by the process.
* Adhering to the schedule as prescribed by the Manager.
* Maintaining the daily report sheet and send it to the process manager at the end of the week and month.
* Dealing with the suppliers via chat, email and telephone.

**Achievements**

* Maintained Client satisfaction level upto the company’s norms.
* Achieved calls and emails target in every month.

**Computer Knowledge**

* Well versed in working with computer.
* MS Office (Word & Excel).
* HTML/CSS, PeopleSoft, PHP and MySQL.
* Internet and E-mail applications.

**Education Qualification**

* MCA from IGNOU, Ahmedabad.
* B.Sc (Electronics) from Jammu University.
* SSC from J&K State Board of School Education.  
  HSC from J&K State Board of School Education.

**Personal Details**

**Languages known: Hindi, English  
DOB: 11/11/1986  
Marital Status: Married.  
Location: Ghaziabad, UP, India.**