AKHILESH SINGH BHADOURIYA

Email: akhilesh.bhadouriya90@gmail.com
Add: H.no. 327. Senani Vihar, Lane no. 12, Telibagh, Lucknow
Mobile: 7054888828

SUMMARY

Customer-focused Desktop Support with 7 years of experience with a broad spectrum of computer operating systems, applications, and hardware. Exceptional customer service and communication skills; consistently conveys competence and concern to end users. Strong ability to effectively multitask and to perform with a sense of urgency for rapid issue resolution.

HIGHLIGHTS

- Troubleshooting proficiency
- Exceptional telephone etiquette
- Experience with Cisco networking
- Strong understanding of TCP/IP concepts
- Vast technical knowledge

- Documentation & reporting
- Microsoft Office expert
- Accomplished with mobile devices
- Patient and diligent
- Effective problem solving skills

EXPERIENCE

Clerk/ Desktop Support - Surya ESM Army Central Command
Feb 2013 – Sep 2018 - Lucknow

- Assisted as Help Desk Manager handling daily communications with retired Army personels via mails, phone to assist them with the pension related grievance.
- Maintaining a proper database of records, documents, supply inventory as well as office equipment.
- Performing general office clerk duties, organize and maintain office documents, coordinating events as necessary.
- Assisting Installing, Configuring, and Troubleshooting a Windows Client, system maintainances, set up, update and troubleshoot office softwares, mail, firewall and networking issues while updating personal knowledge of computing hardware, operating systems,

Technical Support Executive - A&T Service Inc.
Nov 2018 - Jan 2020 – Delhi

- Identifying hardware and software solutions.
- Troubleshooting technical issues, diagnosing and repairing faults, resolving network issues. Installing and configuring hardware and software.
- Speaking to customers to quickly get to the root of their problem and providing timely solution to resolve a problem.
- Following up with clients to ensure the problem is resolved.
- Replacing or repairing the necessary parts
- Managing multiple cases at one time, testing and evaluating new technologies.
- Conducting electrical safety checks on equipment.

Technical/ Backend Support - Amazon India

Jan 2020 - June 2020 – Delhi

- Maintaining and cataloging for sellers products, listing and coupons.
- Enhance the content of your catalog by adding rich product descriptions, features and product videos for better sales conversions
- Supporting the customers to understand how they are using our services, and providing feedback to business and development teams.
- Work on defined set of instructions to collect data for the product development.

Technical/ Backend Support - Tachyon Broadband

July 2020 - Current – Lucknow

- Installation/upgrade of broadband service to cater specific client needs.
- Working on various L1, L2 other models of routers and routing protocols (Eigrp, BGP)
- To run and analyze the captures on routers. Firewall devices.
- Well versed with the CCNA Routing and Switching, Wireless LAN controllers, Protocols & Internetworking Standards .
- Upgrading the Firmware / IOS versions
- Good knowledge on DHCP / DNS

TECHNICAL EDUCATION

- CCNA Networking Certificate for CISCO, from UPTEC
- 1 Year Diploma in Hardware & Networking from NIIT
- CCC

ACADEMIC EDUCATION

- Bachelor of Arts : University of Lucknow - 2013
- 12th Standard: Maharana Pratap Inter College (State Board) - 2009
- 10th Standard: Lucknow Modern College (State Board) - 2007

PERSONALITY TRAITS

- Ability to work under Pressure / Time bound condition.
- Ability to work in challenging situation
- Good impersonal & communication skills
- Positive attitude, confident & hardworking

PERSONAL DETAILS

- Father Name   : Rajendar Singh Bhadouriya
- Date of Birth   : 25-01-1992
- Marital Status   : Married
- Nationality   : Indian
- Language   : English, Hindi

DECLARATION:

The above information is true to the best of my knowledge and belief.

Date:
Place: (Akhilesh Singh Bhadouriya)