

CHIRANKAN SHARMA

Help Desk Support Specialist

CONTACT

Phone +91-9901031630
Email chirankan22@gmail.com
Location Silchar, Assam

SKILLS

Responsibilities

Manage and resolve customer inquiries and complaints via email and chat channels. Record, diagnose, troubleshoot, and resolve incidents and service requests within defined scope. Adhere to service level agreements (SLAs) to ensure timely resolution of customer issues. Collaborate with internal teams to expedite solutions and escalate complex issues as needed. Maintain accurate records of interactions and transactions with customers.

Soft Skills

Excellent communication skills, both written and verbal. Basic analytical skills to diagnose and resolve customer issues effectively. Proficiency in typing and good comprehension of email and chat processes. Ability to follow detailed instructions and adhere to predefined guidelines. Capability to work independently within a team environment.

SOFTWARE

Ms Excel | Powerpoint | Word | Photoshop | Illustrator | My Sql | Tally prime

LANGUAGES

English | Hindi | Bengali

SUMMARY

I am a dedicated and reliable team member who excels both independently and collaboratively. I am a fast learner and open to adapting to various roles. I am a skilled, dependable, and diligent worker capable of completing tasks efficiently whether working solo or team

WORK EXPERIENCE

Stock and Mis Sep 2023 - Jul 2024
Maruti agency, Silchar

At my former workplace, I held the position of MIS and Stock Incharge.

EDUCATION

Bachelor Of Arts: Arts Jul 2021 - Aug 2024
Assam University

I have attempted my final sem examination but the final markscard i will receive on Aug

ACHIEVEMENTS

I have successfully completed a course on MySQL within a span of 20 days and am currently engaged in practical projects related to it.