



Javaid Bashir

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Objective

IT customer service specialist with more than five years of experience. Capable of managing several priorities while maintaining an optimistic outlook. Willing to take on more duties in order to support team goals. Always looking to learn new skills, take on extra responsibilities, and grow professionally.

Work Experience

Accenture Solutions Pvt Ltd - Hyderabad, India
IT Customer Service Associate

04/2022 - Nowadays

- Providing exceptional daily customer service, addressing product concerns and efficiently multitasking in a high-volume setting.
- Responding to customers queries through chats and emails, implementing strategic solutions for satisfaction.
- Achieving a 91% accuracy in meeting targets, consistently excelling in productivity and quality.
- Globally managing customer accounts and technical needs, addressing requests and tracking cases with advanced service software.
- Actively listening to customers, resolving concerns, and escalated issues to the engineering team when necessary.
- Established and enhanced customer service policies, contributing to team meetings and staying updated on product changes through training sessions.

Genpact PVT Ltd - Hyderabad, India
Process Developer

01/2019 - 04/2022

- Globally managing customer accounts and technical needs, addressing requests and applying critical thinking to problem-solving related to website.
- Demonstrated excellent verbal and written communication skills and worked proficiently both independently and collaboratively, adapting seamlessly to team and remote environments.
- Utilized effective time management techniques to meet tight deadlines with CSAT 92.

- Acquired extensive knowledge in web servers, WordPress, domains, DNS, SSL, website security, FTP, SSH, MySQL and professional email setup.
- Collaborated effectively in team projects, ensuring efficiency in day-to-day operations.
- Gained leadership skills by managing team members and providing product knowledge as a lead.

Tata Consultancy Services - Hyderabad India
HelpDesk Support

06/2018 - 12/2018

- Communicated technical information in clear terms, enhancing comprehension for non-technical users.
- Documented support interactions for future reference and streamlined troubleshooting processes.
- Offered basic end-user troubleshooting and desktop support and help the users to proceed with the online application.
- Responded promptly to incoming sales leads and technical support requests.

Hinduja Global Solutions - Bangalore , India
Customer Relationship Officer

01/2017 - 04/2018

- Applied consultative techniques to comprehensively understand customer needs.
- Developed customer support strategies that significantly increased customer retention.
- Proactively informed customers about current and new programs and services.
- Assisted customers in seamlessly opening accounts and signing up for new services.

Education

Masters Of Computer Application Computer Engineering
Islamic University of Science And Technology

05/2013 - 06/2016

- Mastered computer science concepts, software engineering principles, and system architecture.
- Gained knowledge of programming languages (C, C++, Java, .Net), algorithms, database management, web development, networking, Linux and Windows OS.
- Completed the project "IUST Touch," showcasing practical application of skills.
- Actively engaged in industry-relevant seminars, conferences, and workshops, staying updated on the latest technological advancements.

Bachelor Of Computer Applications Computer Engineering
University of Kashmir

03/2010 - 03/2013

- Graduated with a solid foundation in computer science, programming, and software development.
- Basic knowledge about programming languages, including Java, C, C++, Java, data structures, algorithms, and database management systems.
- Obtained practical experience in web development, showcasing proficiency in HTML, CSS, and JavaScript.
- Successfully completed a project involving the design and implementation of a database-driven software application.
- Actively engaged in computer science clubs and attended workshops to stay abreast of industry trends.

Project

IUST Touch
Web Application

01/2016 - 06/2016

IUST touch is an online portal designed using asp.net programming language that provides vital information required by the students as well as by the teachers in terms of academic, e-notices and other dynamic information to carry out daily activities.

Certification

Rooman Technologies Bengaluru

A+, N+, MCITP, Ex-Change Server, CCNA, CCNP

Skills

Customer response, Quality assurance, Maintain SLA, Report preparation, Sales expertise, Complaint resolution, Service standard compliance, Creative problem solving, Multi-line phone talent, International sales support, Dual or triple chat handling, Record keeping strengths.

Tools: MS-Office, Python, Web Hosting cPanel, Filezilla, Google Docs, Linux, Photoshop, PicsArt

Hobbies: Web development, Listening podcasts, Exercise, Swimming, Watch Tech Videos.

Achievements

- 1) Worked as Lead in Genpact PVT ltd and provided support to a team of 15 members.
- 2) Currently working as Tier 2 support for Google Process with engineering team.

Declaration.

I hereby declare that the information given above and in the enclosed documents is true to the best of my knowledge and belief and nothing has been concealed therein.