

# JAVAID BASHIR

Technical Support Associate

+91 8803092909

javidbashir9@gmail.com

Hyderabad, 500008

## SUMMARY

Experienced IT Customer Service Associate with over 6 years experience in the Business process outsourcing industry. Excellent reputation for resolving problems and improving customer satisfaction. Willing to take on more duties to support team goals.

## EDUCATION

### Islamic University of Science And Technology

May 2013 - Jun 2016

Masters Of Computer Applications

### University Of Kashmir

Mar 2010 - Feb 2013

Bachelors Of Computer Applications

## SKILLS

- Customer Response
- Quality Assurance
- Maintaining SLA
- Report Preparation
- Complaint Resolution
- Creative problem solving
- Dual or triple chat handling
- Record keeping strengths
- Troubleshooting
- Desktop Support
- Service Desk
- Ticketing System
- Team Player

## HOBBIES

- Listening podcasts
- Swimming
- Gardening
- Exercise
- Travelling
- Photo Editing
- Watch Tech Videos

## WORK HISTORY

### Technical Support Associate

Accenture Pvt Ltd | Apr 2022 - Dec 2023

- Providing exceptional daily customer service, addressing product concerns, and efficiently multitasking in a highvolume setting.
- Responding to customers' queries through chats and emails, implementing strategic solutions for satisfaction.
- Actively listening to customers, resolving concerns, and escalating 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.
- Was promoted to Tier II : Collaborating with the engineering team through various ticketing tools and maintained customer engagement through consistent follow-ups.

### Process Developer

Genpact Pvt Ltd | Jan 2019 - Apr 2022

- Globally managing customer accounts and technical needs, addressing requests, and applying critical thinking to problem-solving related to the website.
- Worked proficiently both independently and collaboratively, adapting seamlessly to team and remote environments.
- Utilized effective time management techniques to meet monthly sales with NPS 65.
- Acquired extensive knowledge in web servers, WordPress, domains, DNS, SSL, website security, FTP, SSH, MySQL, and professional email setup.
- Gained leadership skills by managing team members and providing product knowledge as a lead.

### HelpDesk Support

Tata Consultancy Services | Jun 2018 - Dec 2018

- Communicated technical information in clear terms, enhancing comprehension for non-technical users.

## AWARDS & RECOGNITION

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Employee of the month  
Accenture Operations Manager

I'm proud to have been recognized as "Employee of the Month" multiple times, most recently in October 2023.

## CERTIFICATIONS

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A+, N+, MCITP, Ex-Change Server, CCNA, CCNP  
Rooman Technologies Bengaluru Jul 2016 - Dec 2016

## ACHIEVEMENTS

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- I worked as a lead at Genpact PVT Ltd and provided support to a team of 15 members.
- Was promoted as Tier 2 support for the Google Process and also provided training to new batches.

## LAUNGUAGES

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- English
- Hindi
- Urdu

- 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
- Generated sales through effective strategies and initiatives.
- Acquired proficiency in using Salesforce CRM.

### Customer Relationship Officer

Hinduja Global Services | Jan 2017 - Apr 2018

- Utilized consultative techniques to thoroughly grasp customer needs.
- Devised customer support strategies leading to a substantial boost in customer retention.
- Proactively communicated with customers regarding existing and new programs and services.
- Facilitated the seamless process of account openings and enrollment in new services for customers.
- Assisted in resolving billing issues and meticulously documented each conversation.
- As my first job, I gained valuable insights into the workings of corporate companies and learned about their operational dynamics.

### Project: IUST Touch

Web Application | Jan 2016 to Jun 2016


IUST Touch is an online portal crafted with the ASP.NET programming language. This platform serves as a valuable resource for students and teachers, offering essential information related to academics, electronic notices, and dynamic updates to facilitate daily activities.


## DECLARATION

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I affirm that the information provided above and in the enclosed documents is accurate to the best of my knowledge and belief, with nothing intentionally withheld.

Javaid Bashir

 +91 8803092909

 javaidbashir9@gmail.com

 <https://www.javaidbashir.great-site.net/>

 <https://www.linkedin.com/in/javaidbashir/>

 <https://github.com/javaidbashir9>