# JAVAID BASHIR

# **Technical Support Associate**

+91 8803092909

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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 Editting
- 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 problemsolving 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

Emloyee 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

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

Rooman Technologies Bengaluru Jul 2016 - Dec 2016

# ACHIEVEMENTS

- · 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

- 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

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

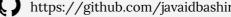


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