



SHABREEN TAJ

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Professional Summary

A results-driven and committed professional with a high level of analytical skills having 4+ years of experience. Highly disciplined, Self-motivated and hard-worker seeking a challenging position in an environment that encourages learning and creativity provides exposure to new ideas and stimulates both personal and professional growth.

EDUCATIONAL QUALIFICATION

- B.Com in Bachelor of commerce from Bangalore University Karnataka, India
- 12th (Commerce) from Bangalore University India.

Computer SKILLS

- a. Basics (MS-Word, MS-PowerPoint, MS-Excel) Internet Concepts, MS-Access.
- b. Operate Oracle applications, Internet Browsing & Email chat ect.

WORK EXPERIENCE

- Having 2 + Years of experience in Technical Support Associate convergys Bangalore
- 3 Years worked as network engineer in Bharti Airtel Limited

Professional Experience

Team Lease Services Limited: Feb 1st 2021 – Oct 1st 2021

Designation: Network engineer Responsibilities:

- Post Checking- Checks the automatic system generated tickets/incidents and updates up to date.
- Responding to queries via chat, email, or phone providing technical assistance for questions and network problems.
- Record events and problems and their resolution in logs Follow-up and update customer status and information.
- Maximize network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with network architects on network optimization.
- Undertake data network fault investigations in local and wide area environments using information from multiple sources.
- Provide support to on-site engineers and end users/customers during data issues.
- Responsible for Providing Service Level Reports to the client post internal reviews and approvals.
- Identify potential breaches and Initiates corrective action.
- Communicating with the sales Team and Project implantation team from time to time for their updates and work orders.
- Co-ordinating with the teams internally in order to have a fast resolution.
- Providing the Daily report to the Manager/ client at the end of the day.

Planet PCI Infotech Limited: Oct 1st 2019 – Feb 28st 2021

Designation: Network engineer Responsibilities:

- Provide first line support for end users.
- Ensure every ticket is being walked from inception to satisfactory completion in the shortest possible time, with the best quality of response.
- Continue to look for client request and ensure they are getting technically rich responses.
- Managing software related queries and giving good Technical support to the customer.
- Providing commercial support to multiple licenses like RDSLM (Remote Desktop server licensing manager)
- Helping customer is activating their software like windows, office applications, office for mac etc.
- Providing multiple activations key's and mac keys to Microsoft partners.
- Providing VLK (volume license key) through email.

Convergys India Services Pvt. Ltd: June 2015 – Jan 2018

Responsibilities: Technical Support Associate II

- Assist external users of the client's technical products or services; identify, investigate, research and provide resolution to user questions and problems.
- Troubleshoot basic and routine customer issues that are technical in nature; including hardware, software, networking, or other designated client products.
- Follow appropriate escalation path to resolve technical issues: including making follow up outbound calls to customers or other parties as needed.
- Solve problems that are generally unstructured and require extensive use of conceptual thinking skills.
- Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs').
- Greet customers in a courteous, friendly, and professional manner using agreed upon procedures.
- Listen attentively to customer needs and concerns; demonstrate empathy while maximizing opportunity to build rapport with the customer.
- Clarify customer requirements; probe for understanding.
- Prepare complete and accurate work including appropriately notating accounts as required.
- Participate in activities designed to improve customer satisfaction and business performance

Customer Service

- Greet customer in a courteous manner and ascertain what each customer wants or needs.
- Maintain high level of customer service provide value added services.
- Correspond with clients through e-mail, telephone and fax.
- Attend calls & customers and answer to them with proper etiquette and professionalism.
- Capability to handle sales team and Customers.
- Follow up with clients on deliveries, product satisfaction and outstanding payments.
- Effective business development, take care of order execution, price negotiations, effective pre-post follow up with clients and for payments and provide client service.
- Maintain record of existing & new customers for follow up and business promotions.
- Ensure that all the enquiries are handled carefully and met effectively.
- Regular follow up with customer for taking feedback; develop excellent rapport with the same and ensure customer loyalty and retention.
- Ensure good relationship with colleagues and maximize team spirit.
- Communication skills focused on understanding people needs and developing resolutions.

PASSPORT & PERSONAL DETAILS

Name - SHABREEN TAJ
Date of birth - 17-01-1993
Nationality - INDIAN
Religion- Caste - Islam - Muslim
Marital status - Married
Visa Status: Visiting Visa
Languages known - English, Urdu, Hindi and Kannada

I hereby declare that the above mention details are correct to the best of my knowledge and belief.

(Shabreen Taj)

