**NIMISHA H. R.** 

Software Engineer, Help desk support, Tele Sales Executive

**E-Mail: nimishamanth123@gmail.com**

**Mobile: ++971-55 6955621**

**Apt 206, Dar Al Man 12, Salah Al Din, Diera, Dubai- 9711037**

**PERSONAL SUMMARY:**

A well-presented, well-mannered and articulate helpdesk support professional with experience over **6 years** of performing diagnostics and resolving customers problems via telephone, e-mail and one to one. A problem solver who enjoys challenges and can work well under pressure and who possesses strong customer service skills, good communication skills and attention to detail.

*Enthusiastic, self-driven Help Desk Support looking for a organization which will challenge my problem solving skills and allow me to continue to develop my knowledge and potential.*

**WORK EXPERIENCE:**

*OPTUS TECHNOLOGY-DUBAI TELE SALES EXECUTIVE MARCH 2020- NOVEMBER 2020*

Working as a Tele Sales Executive for Channel Partner Of Du Telecom. Responsible for tele sales for Fixed line service of Du . Also, worked along with the backend team for Verification of Customers.

***Duties:***

* Providing sales through interaction with real estate agents.
* Handling incoming incidents via the phone / e-mail promptly and effectively.
* Initiation of meetings and agreements with Property Management for generation of sales.
* Take ownership of a call and seeing it through to closure.
* Escalating calls and issues where necessary to senior managers & team leaders.

**AWARD: Certified as the Best Employee For the Month of September 2020 for achieving the highest target**

Flying Kites Media Company – Mysore

HELP DESK SUPPORT August 2013– November 2019

Responsible for taking & logging incoming calls & providing efficient customer support for all

1st Line issues.

***Duties:***

• Providing technical support over the phone to all users.

• Handling incoming incidents via the phone / e-mail promptly and effectively.

• Diagnosing and resolving a wide range of technical issues over the phone.

• Take ownership of a call and seeing it through to closure.

• Escalating calls and issues where necessary to senior managers & team leaders.

**Education**

➢ Bachelor of Engineering (COMPUTER SCIENCE) 4 Years.

➢ High School and Pre-University Certificate from India.

**TECHNICAL SKILLS:**

* Programming Languages: C, C++
* Concepts: Data Structures, DBMS, Operating System, Microsoft Office.

**PERSONAL SKILLS:**

✓ Implement best practices

✓ Professional telephone manner

✓ Analyze problems

**AREA OF INTREST:**

❖ Customer Service

❖ Root Cause Analysis

❖ Technical Support

❖ Addressing Customer issues

**Personal Information**

o **Date of Birth:** 21st Oct 1993,

o **Nationality:** Indian,

o **Marital Status:** Married,

o **Visa Status:** On Visit Visa.

o **Languages Known**: **English:** Fluent, Hindi: Basics, **Kannada**: Fluent.