

AKHIL H

Technical Support

&

CRM Operator

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AL Butina, Sharja



EXPERIENCE

Sr. Technical Support Specialist

Thoughtbox Online PVT Ltd

(Fintech Software)

01/2022 - 01/2024 Kerala, India

- Providing timely and effective technical assistance to customers via phone, email, or chat
- Database Management: Optimization, and maintenance of databases to ensure data integrity and accessibility
- Server Management: Executed server operations including build updates, real-time monitoring, and troubleshooting of remittance failures to ensure continuous and efficient server performance
- Testing and Quality Assurance: Conducted comprehensive testing processes including build testing, build flow analysis, and application testing to ensure high-quality deliverables and functionality
- Client Support and Issue Resolution: Managed and resolved client support tickets, addressing technical issues and providing solutions to enhance client satisfaction
- Feature Planning and Management: Planned and coordinated the development of new features, including requirements gathering, project management, and implementation to drive product innovation and improvements

Customer Support

Tech Mahindra

(Vodafone Qatar)

01/2021 - 01/2022 Hyderabad, India

- Respond promptly to customer inquiries via phone calls and emails
- Address customer concerns and resolve issues in a timely and professional manner
- Provide accurate information about products, services, and company policies
- Maintain detailed records of customer interactions and transactions
- Follow up with customers to ensure their satisfaction and resolve any outstanding issues
- Escalate complex or unresolved issues to the appropriate department or supervisor

EDUCATION

Diploma in Computer Application

KERALA STATE RUTRONIX - India

01/2017 - 12/2017 Kerala, India

Higher Secondary

Directorate of Higher Secondary Education

03/2014 - 04/2016 Kerala, India

SSLC

Kerala Board Of Public Examinations

03/2013 - 04/2014 Kerala, India

SUMMARY

Sr. Technical Support & CRM Operator Driven by passion and fueled by a commitment to excellence, I am a dynamic professional dedicated to achieving success in every endeavor. With adaptability and problem-solving abilities, I thrive in challenging environments, delivering exceptional results through collaboration and communication. Committed to growth and making a difference, I embrace opportunities to innovate and inspire others.

SKILLS

CRM Data Entry

Database

Management Product Innovation

Quality Assurance

Requirements Gathering

Issue Escalation

Data Validation

Error Checking

GPA
752 / 100

GPA
6.5 / 10

GPA
68 / 100