

# AKSHAY ROSARIO

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Contact Number : 8660913484

Place : Bengaluru, India.

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Dynamic and results-driven professional with close to 2 years of experience in technical support engineering. Proven expertise in troubleshooting complex hardware technical issues, providing exceptional customer support and driving in revenue to the company. Adept at bridging technical knowledge with sales strategies to deliver client-focused solutions and achieve business objectives.

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## EXPERIENCE

### TECHNICAL SUPPORT ENGINEER – L1A

Hewlett Packard CCB | Bengaluru

1.6years (May23-Oct-24)

#### Responsibilities:

- Providing technical assistance and support to clients and customers from US and Canada for HP products which includes workstations, PC's, Laptop and storage solutions.
- Diagnosed and resolved hardware related issues through chat and email and remote support channels.
- Support channels and tools used (Cdax, Omnichannel, support page; Wise, Predifix,etc)
- Contribution towards sales to meet company objectives
- Documented all support activities and solutions in the ticketing system (e.g. omnichannel, excel, word, etc).
- Collaborated with cross-functional teams and departments to resolve customer issues efficiently.

**Skills Developed :**

- Hardware troubleshooting
- Network configuration
- Technical problem-solving skills.
- Customer service and customer satisfaction
- Communication skills.
- Ability to work effectively in a fast-paced environment
- Attention to detail and documentation skills.
- Cross skilling with HP printers

**Achievements:**

- Achieved a high customer satisfaction rating of 100% based on feedback surveys on sNPS.
- No detractors or non-compliance based on surveys received by the customers and clients..
- Got promoted to the social media team after working for 1 year.
- Recognized for outstanding performance and awarded Employee of the Month in September 2023 for exemplary customer service and bringing in promoters.

**IT SKILLS :**

- PC hardware knowledge
- Omnichannel
- Cdax(login portal)
- hp agent logins and tools
- Emailing
- Remote Access
- MS Word
- MS Excel
- PowerPoint
- Outlook
- Windows OS
- Chrome OS

## **EDUCATION :**

### **DEGREE GRADUATE**

St Joseph's Evening College (Autonomous), Bengaluru

Course : BBA

### **PRE UNIVERSITY COLLEGE**

Seshadripuram Composite PU College, Bengaluru

Course : SEBA

### **SCHOOL EDUCATION**

Bishop Cotton Boy's School, Bengaluru

Course : ICSE

## **LANGUAGES :**

ENGLISH , KANNADA, TAMIL, HINDI

## **Other Activities :**

Sports; Basketball, Boxing, Dancing, Acting, Cosmic Theories, Ikigai

THANK YOU