

RESUME

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❖ CARRER OBJECTIVE:

Seeking a career in an organization having an environment that encourages continuous learning and provides exposure to new technologies and to achieve personal and professional growth along with organization.

Work Synopsis

Customer Support Specialist in “Dinesh Gahlot”

Currently working as a “Customer Support Specialist” in “Dinesh Gahlot” handling customers queries on chat, email and call. (Voice and non-voice process).

❖ SKILLS:

- **Non-voice process:** Handling customer’s queries via chat, email and call.
- **Voice process:** Outbound and Inbound calls
- Managing customer queries via CRM tools such as **Wati, Meta and Aisensy.**
- Managing Database, Reports, Customer’s records, Admin portal.
- Calling and answering customer’s calls through IVR.
- Resolving customers queries ASAP.
- Upselling and Cross-Selling
- Abandoned Cart Recovery

Technical Support Engineer in Wipro for 4 years

❖ PROFESSIONAL SUMMARY:

Achievement-driven Professional with an experience of 4 years in **Storage Technical support and Troubleshooting on VNX (SAN and NAS) storage array**

- **Designation:** Technical support Engineer I Duration: Oct-2019 – Oct 2023

❖ SKILLS:

- **Voice process:** Supported customer on call and live zoom sessions.
- **Non-voice process:** Supported customer on email, chat.
- **Virtual Assistance:** Live zoom and web-ex sessions.

- Supported DELL EMC Storage VNX (SAN and NAS)

❖ TECHNICAL SKILL SET:

- Storage Arrays: Dell EMC – VNX (Unified and Block only)
- Remote Administration: ESRS/SCG, Remotely Anywhere, Putty.
- Monitoring Tool: Case Navigator
- Ticket Tools: Lightning tool, Service-Now.
- Administration Tools: Putty/CLI, Unisphere/GUI.
- Add-On/Protocols: RAID, SAN, NAS, Replication, CIFS, NFS, etc.

❖ ACHIEVEMENTS:

- Received appreciations from Clients & internal cross towers for the service provided and cooperation while solving issues or task completion accurately and quickly.

❖ STRENGTHS:

- Hard Working and Self Confident.
- Good Communication Skills.
- Quick learner
- Utilizes experience and judgement to plan, document and accomplish goals.
- Open to challenging and creative work loads.
- Result oriented professional with experience in Customer Escalation Management.
- Excellent client and team management skills with problem solving approach.
- Time management
- Problem solver.

❖ COMPUTER KNOWLEDGE:

- MS Office
- MS Excel and Advanced Excel
- MS Word
- MS PowerPoint
- Web Research
- Data Management and Data Analysis

❖ **EDUCATION:**

- BACHELOR OF COMPUTER SCIENCE. (Percentage: 81.63%)
Swami Vivekananda College, Kolhapur. (2016 - 2019)
- Higher Secondary: 12th Science (Percentage: 69.85%)
Kamala College, Kolhapur. (2014- 2016)
- Secondary School: 10th (Percentage: 91.00%)
New English School, Pattan-Kodoli, Kolhapur (2014)

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibilities for the correctness of the above mentioned particulars.

[Supriya Patil]