ANIKET KUMAR SONU

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SUMMARY

To work for the growth of the organization, my skills are to enhance my knowledge and use it for the betterment of the organization. This would also help me in gaining some experience of working in an environment that helps me grow professionally.

WORK EXPERIENCE

Senior Technical Support Representative, 01/2022 - 10/2024
Concentrix (Lenovo process), Bangalore, India

- A Technical Support Engineer is like a problem-solving detective for tech issues. They investigate, figure out, and fix issues customer problems with computers or devices. They do it accurately and quickly, making sure customers are happy.

Roles and Responsibilities:-

- Diagnosed and resolved laptop and desktop issues such as slow performance, software glitches, gaming, and connectivity problems.
- Provided user-friendly step-by-step instructions to troubleshoot and fix laptop-related issues.
- Assisted users through remote and video sessions for software-related concerns, operating systems, applications, antivirus programs, setup of new laptops, software installations, Microsoft Office and network connections.
- Assisted with warranty updates, software updates and hardware upgrades to enhance laptop performance.
- Assisted users through remote and video sessions for hardware issues, offering solutions for keyboard malfunctions, screen problems, battery issues, no power issues, no post issues, camera issues, laptop damage, mic issues and Storage issues.
- Listened attentively to users' concerns, ensuring a positive customer experience even in challenging situations.
- Maintained detailed records of common laptop issues and their resolutions for future reference and efficiency.

Promoted to E-service (Premium care and Legion Ultimate Support) Advisor II

- Handling escalations calls and matrix to resolve the hardware issues.
- Handling Premium users and supporting Gaming systems with respect to Laptops.
- Assisted users through remote and video sessions for software-related concerns, operating systems, FPS, Gaming issues, applications, antivirus programs, setup of new laptops, 3rd party software installations, Microsoft Office and network connections.
- Assisted users through remote and video sessions for hardware issues, offering solutions for keyboard issues, Display issues, battery issues, no power issues, no post issues, camera issues, laptop damage, mic issues, Storage issues, and touchpad issues.

Associate Customer Operations, 10/2019 - 05/2020
BlackBuck (Zinka Logistics Solutions Private Limited), Bangalore, India
- Blackbuck is a pioneer in bringing the offline operation of trucking online, be it matching a shipper with a trucker or reshaping the infrastructure around trucking to facilitate payments, insurance, and financial services.

Roles and Responsibilities:-
- Update the customers with the availability of services.
- Answering customer queries with payments/incentives and penalties.
- Ticket raising the wrong charges/ complaints to the appropriate team.
- Helping the customer with End-to-end solutions.
- Document verification and update the customer with errors and solutions.

EDUCATION

Sagar Institute of Science & Technology, Bhopal, 2017
Bachelor of Engineering: Computer Science

NY Inter College Manjhgain, Munger, Bihar, 2012
XII: BSEB Board

Sri Ramkrishna Vidya Mandir, Bhagalpur, Bihar, 2010
X: CBSE Board

SKILLS

- Minor training in web development from Netmax Patna.
- Did a minor project on an online book store by WordPress.
- Did major project on online book store in HTML CSS, PHP
- Online course on Photoshop and Video editing
- Knowledge of Microsoft Office.
- Software Installation

- Hardware Configuration
- Troubleshooting and Diagnosis
- Issue Resolution
- Virtualization Technologies
- System Diagnostics
- Remote Support

SKILLS - UI/UX DESIGN

- UI/UX Design Principles: User-centered design, wireframing, prototyping.
- Design Tools: Figma, Photoshop
- Visual Design: Typography, color theory, and layout design
- User Research: Personas
- Interaction Design: Creating intuitive and interactive interfaces
- Problem-Solving: Analytical thinking and creative problem-solving
- Other Skills: Video editing, creative thumbnail design, and trend research (to showcase transferable skills from your YouTube experience)

LANGUAGES

- English
- Hindi