

Javaid Bashir

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Experienced IT Customer Service Associate with over 6 years experience in the Business process outsourcing industry. Excellent reputation for resolving problems and improving customer satisfaction. Willing to take on more duties to support team goals.

EDUCATION

POST GRADUATION (MCA)

Masters Of Computers Applications

June 2016 | JK-INDIA

(Islamic University Of Science and Technology)

- Mastered computer science concepts, software engineering principles, and system architecture.
- Gained knowledge of programming languages (C, C++, Java, Net), algorithms, database management, web development, networking, Linux and Windows OS.
- Completed the project "IUST Touch, "showcasing the practical application of skills".
- Actively engaged in industry-relevant seminars, conferences, and workshops, staying updated on the latest technological advancements.

GRADUATION (BCA)

Bachelor Of Computers Applications

May 2013 | JK-INDIA

(University of Kashmir)

- Graduated with a solid foundation in computer science, programming, and software development.
- Got familiar with programming languages, including Java, C, C++, Java, data structures, algorithms, and database management systems.
- Obtained practical experience in web development, showcasing proficiency in HTML, CSS, and JavaScript.
- Completed a project involving designing and implementing a database-driven software application.

LANGUAGES

- English
- Hindi
- Urdu
- Kashmiri

EXPERIENCE

COGNIZANT SOLUTIONS PRIVATE LIMITED | SENIOR ASSOCIATE

Jan 2024 - Current | Hyderabad

- Provide technical support and assistance to customers via phone, email, or chat.
- Responding and resolving the tickets created by Resellers and Internal Googlers.
- Diagnose and troubleshoot technical issues related to domains and Google Workspace.
- Document customer interactions, including details of inquiries, issues, and resolutions, in the ticketing system.
- Collaborate with cross-functional teams to identify and implement solutions to recurring technical issues.
- Stay updated with product knowledge, technical resources, and troubleshooting techniques to enhance support capabilities.
- Provide timely updates and follow-ups to customers regarding the status of their technical inquiries or reported issues.
- Conduct remote troubleshooting sessions and perform software installations, updates, and configurations as needed.
- Assist in creating and maintaining technical support documentation, knowledge base articles, and FAQs.

ACCENTURE SOLUTIONS PRIVATE LIMITED | IT CUSTOMER SERVICE ASSOCIATE

Apr 2022 - Dec 2023 | Hyderabad

- Providing exceptional daily customer service, addressing product concerns, and efficiently multitasking in a high-volume setting.
- Responding to customers' queries through chats, emails, and calls, implementing strategic solutions for satisfaction.
- Actively listening to customers, resolving concerns, and escalating issues to the engineering team when necessary.
- Established and enhanced customer service policies, contributing to team meetings and staying updated on product changes through training sessions.
- Was promoted to Tier II: Collaborating with the engineering team through various ticketing tools and maintained customer engagement through consistent follow-ups. Achieved 100% compliance with service level agreements (SLAs) and CSAT 91% and above.
- Provided insights and process updates to the developer team to get the help articles updated, ensuring accurate and up-to-date documentation for both internal and external use.

SKILLS

- ChatGPT • Google Gemini
- Quality Assurance • Customer Response
- Desktop Support • Pressure Situations
- Multitasking
- Service-Level Agreements (SLA)
- Report Preparation • Complaint Resolution
- Desktop Support • Service Desk
- Ticketing System • IT Operations
- Troubleshooting
- FTP, website backup and migration
- Knowledge of ITIL
- Software installation, configuration, and updates
- Operating systems (Windows, Linux and Mac OS X)

TOOLS:

- MS-Office
- Service Now • Sales Force
- AnyDesk • TeamViewer

FAMILIAR:

- Android
- C, C++, Python, WordPress
- MySQL, PowerBI, Tableau, MS-Excel

PROJECT

MCA - FINAL SEMESTER

IUST Touch - Using asp.net, MySQL

Jul 2016 – Dec 2016 | Bangalore

IUST Touch is an online portal crafted with the ASP.NET programming language. This platform is a valuable resource for students and teachers, offering essential information related to academics, electronic notices, and dynamic updates to facilitate daily activities.

LINKS

Website:// javaidbashir.great-site.net/

GitHub:// github.com/javaidbashir9

LinkedIn:// [javaidbashir](https://www.linkedin.com/in/javaidbashir)

GENPACT INDIA PRIVATE LIMITED | PROCESS DEVELOPER

Jan 2019 – Apr 2022 | Hyderabad

- Globally managing customer accounts and technical needs, addressing requests, and applying critical thinking to problem-solving related to the website.
- Guide customers through step-by-step solutions and provide instructions for problem resolution.
- Worked proficiently both independently and collaboratively, adapting seamlessly to team and remote environments.
- Utilized effective time management techniques to meet monthly sales targets with quality and NPS 68% and above.
- Acquired extensive knowledge in web servers, WordPress, domains, DNS, SSL, website security, FTP, SSH, MySQL, and professional email setup (Office 365).
- Was promoted to Process developer and Gained leadership skills by managing team members and providing product knowledge as a lead.

SELL CRAFT SOLUTIONS PVT LIMITED | HELP DESK SUPPORT

Jun 2018 – Dec 2018 | Hyderabad

- Communicated technical information in clear terms, enhancing comprehension for non-technical users.
- Documented support interactions for future reference and streamlined troubleshooting processes.
- Offered basic end-user troubleshooting and desktop support and helped the users to proceed with the online application.
- Responded promptly to incoming sales leads and technical support requests
- Escalate complex technical issues to higher-level support teams or developers for further investigation.

HINDUJA GLOBAL SOLUTIONS | CUSTOMER RELATIONSHIP OFFICER

Jan 2017 – Apr 2018 | Bangalore

- Utilized consultative techniques to thoroughly grasp customer needs.
- Devised customer support strategies leading to a substantial boost in customer retention.
- Proactively communicated with customers regarding existing and new programs and services.
- Facilitated the seamless process of account openings and enrollment in new services for customers.
- Assisted in resolving billing issues and meticulously documented each conversation.
- As my first job, gained valuable insights into the workings of corporate companies and learned about their operational dynamics.

COURSE

ROOMAN TECHNOLOGIES

A+, N+, MCITP, Ex-Change Server, CCNA, CCNP

Jul 2016 – Dec 2016 | Bangalore

Demonstrating a strong foundation in IT with CompTIA A+ and Network+ certifications, possess expertise in Microsoft server administration (MCITP) and Exchange Server configuration.