

**Raamchandren .R**

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**A technically strong support officer with strong skills of dealing with customers and their problems is looking for a more responsible position at Managerial Level.**

**Career Summary:**

- Two years of work experience in supporting customers on troubleshooting internet connections, configuration of modems, routers and basic computer hardware.
- Professionally trained on BT modems and routers.
- Acquired strong skills of dealing with customers, assessing their problems and resolving them.
- One of the highest scorers in POSE (Point of Service Evaluation), FCR (First Call Resolution) and AQS (Agent Quality Score).
- Awarded the best volunteer in YOUTH RED CROSS.

**Work Experience:**

Working as Technical Support Officer for BPO services of HCL Technologies, since July 2006.

**Job Responsibilities:**

- Troubleshooting Internet connections.
- Configuring wired and wireless modems.
- Basic router configurations for linksys, netgear, belkin, dlink.
- Basic wireless configuration for linksys router.
- Responsible for taking escalated calls.
- Monitoring calls of other members of the team.
- Troubleshoot 3<sup>rd</sup> party modems on special customer request.
- Supported customers in WLR3.

**Educational Qualifications:**

- Pursuing PG DBA- Finance from Symbiosis Centre of Distance Learning, Pune

- Completed Commerce Graduation from Guru Nanak College, Madras University, Chennai, in 2006
- Completed HSc from Guru Nanak Matriculation & Higher Secondary School, Velachary, Chennai, in 2003

**Extracurricular Activities:**

- An active member of Rotract Club of Guru Nanak college (Member of *Rotract Club 3230 District*).
- Active member of Pulse Polio and blood donation organization groups.
- Chosen as a part of the committee organizing various cultural activities during college days.

**Personal Details:**

**Date of Birth** : 15<sup>th</sup> August 1984  
**Marital Status** : Single  
**Languages Known** : English, Tamil and Hindi