

# Krishna Kushwah

## PROFESSIONAL SUMMARY

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Enthusiastic and dedicated individual seeking to build a successful career in a growth-oriented organization. Committed to enhancing professional skills and expanding knowledge through continuous learning. Eager to take on challenges and responsibilities that contribute to personal and organizational growth. Strong team player with effective communication and problem-solving abilities. Focused on delivering value while maintaining high standards of performance. Adaptable and driven to achieve both individual and team goals.

## EDUCATION

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<b>Bachelor of Computer Applications</b> (Computer Applications)	2021 - 2024
Railway Degree College	Grade: 88.0%
<b>Intermediate (Class XII)</b>	2019 - 2021
Telangana Social Welfare Junior College	Grade: 92.0%
<b>Matriculation (Class X)</b>	2018 - 2019
Sainikpuri high school	Grade: 8.5/10.0

## EXPERIENCE

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<b>Technical Support</b>	August 2024 - Present
Tech Mahindra Private Limited	<i>Hyderabad</i>

- Provided end-to-end technical support by diagnosing and resolving hardware, software, and network-related issues.
- Handled customer queries through calls, chats, and emails, ensuring clear communication and quick resolution.
- Monitored system performance and identified recurring issues for proactive resolution.
- Escalated complex issues to higher-level support teams while ensuring timely follow-ups.
- Maintained accurate documentation of issues, resolutions, and customer interactions.
- Resolved 90%+ of technical issues within SLA timelines, improving overall service efficiency.
- Achieved high customer satisfaction by delivering quick and effective solutions.
- Reduced repeat issues by identifying root causes and suggesting preventive measures.
- Collaborated with cross-functional teams to resolve technical issues and improve service delivery.
- Assisted in onboarding and guiding new team members on support processes and tools.
- Followed standard operating procedures (SOPs) to ensure consistent and high-quality support services.
- Demonstrated strong problem-solving skills by efficiently handling high-volume support requests.

## SKILLS

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**Soft Skills:** Teamwork, Responsibility, Presentation Skills, Communication Skills

**Others:** Spreadsheet