



# Ajeet Prajapati

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## PROFESSIONAL SUMMARY

Customer & Technical Support Specialist with 4+ years of experience in handling customer interactions, troubleshooting technical issues, and optimizing service operations. Skilled in resolving escalations, managing CRM tools, and providing exceptional customer service across multiple channels, including phone, email, chat, and social media. Proficient in network troubleshooting, system configurations, and software support, ensuring seamless IT solutions and user satisfaction. Recognized for strong analytical skills, problem-solving abilities, and process improvements, contributing to increased efficiency and customer retention. Dedicated to delivering high-quality service, improving workflows, and fostering long-term customer relationships while continuously enhancing technical expertise and professional growth.

## PROFESSIONAL EXPERIENCE

16/02/2024  
-  
03/02/2025

- **Technical Associated L1**  
Wiom

**Roles & Responsibilities :**

- Handled customer queries related to WiFi network issues, providing effective technical assistance and troubleshooting solutions.
- Identified, diagnosed, and resolved customer issues or complaints efficiently.
- Escalated complex technical issues to higher-level support or relevant departments when necessary.
- Managed customer requests and concerns regarding WiFi services, ensuring timely resolution.
- Responded to customer inquiries via phone, email, chat, and social media promptly and professionally.
- Provided detailed information about products and services, including features, benefits, and usage.
- Followed up with customers to ensure satisfaction and quality service.
- Assisted customers with account-related issues such as password resets and account changes.
- Handled billing, refunds, and exchanges efficiently.
- Updated customer records and managed accounts as required.
- Created and maintained knowledge base articles or FAQs to help customers self-solve common issues.
- Gathered and recorded customer feedback and suggestions for service improvements.
- Reported recurring issues and areas for improvement to management.

19/12/2023  
-  
01/02/2024

- **Help Desk Support | Technical Support Specialist**  
Akal information Systems Ltd

**Roles & Responsibilities:**

- Provided multi-channel technical support via email, online chat, phone, and in-person interactions.
- Educated customers about IT products and services to enhance user experience.
- Guided users through troubleshooting steps, ensuring quick and effective problem resolution.
- Diagnosed and resolved hardware and software issues, improving system performance.
- Ensured high customer satisfaction by following up on support tickets and service requests.
- Collaborated with internal teams to escalate complex issues and improve service efficiency.
- Documented technical issues and solutions to enhance knowledge base resources.

03/11/2020  
-  
27/06/2023

- **Sr Customer Support Executive**  
Excitel Broadband Pvt Ltd  
**Leading broadband service provider.**
  - Provided exceptional customer support by addressing inquiries, resolving complaints, and troubleshooting technical issues via phone and email.
  - Achieved a 90% customer satisfaction rating, surpassing the company benchmark by 15%.
  - Handled a high volume of customer interactions (90+ calls daily) while ensuring quality and accuracy.
  - Collaborated with internal teams to escalate and resolve complex technical issues efficiently.

EDUCATION

- |      |   |
|------|---|
| 2015 | • <b>Secondary Education</b><br>Shri krishna Intermediate college   |
| 2017 | • <b>Senior Secondary Education</b><br>Ram Narayan Intermediate college   |
| 2020 | • <b>BCA ( Bachelor of Computer Application)</b><br>Guru Jambheshwar University of Science and Technology                     |
| 2020 | • <b>Diploma In Management And Information Technology (DMIT)</b><br>INTERNATIONAL INSTITUTE OF MANAGEMENT, MEDIA & IT( IIMMI) |

TECHNICAL SKILLS

**Technical & Professional Skills :**  
**Operating Systems:**Proficient in **Windows, macOS, and Linux**with a strong understanding of system functionalities.  

100%

**Networking:** Solid understanding of **IP addressing, DNS, VPNs**, and experience in troubleshooting **network connectivity issues**.  

100%

**Remote Support:** Experience using **TeamViewer, AnyDesk**,and other remote desktop tools for assisting users.  

100%

**Communication & Customer Service:**Strong verbal and written skills to explain **technical concepts to non-technical users** with clarity.  

100%

**Customer-Centric Approach:**Dedicated to **enhancing user experience**, ensuring **customer satisfaction**, and handling challenging situations with patience and empathy.  

100%

**Hardware & Software Troubleshooting:**Expertise in diagnosing and resolving **hardware issues (printers, computers)** and **software application errors**.  

100%

**Help Desk & Ticketing Systems:** Skilled in **ServiceNow,Zendesk, Freshdesk, JIRA, Pro Care, Smart Flow, Avaya, Kaptur** for efficient issue resolution.  

100%

**Database Management:**Basic knowledge of **SQL queries** for troubleshooting database-related issues.  

100%

**Problem-Solving & Analytical Thinking:**Ability to **diagnose issues quickly**, provide effective solutions, and improve support processes.  

100%

**Time Management & Multitasking:**Capable of **handling multiple support requests efficiently**, prioritizing tasks, and meeting deadlines.  

100%

## ACHIEVEMENT & AWARDS

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- **CRM Tool Implementation** Spearheaded the design and development of a **CRM tool**, streamlining workflows and boosting team productivity by **30%**
- I was honored to receive a **Certificate of Appreciation** from my manager in recognition of my dedication and exceptional performance. This acknowledgment reflects my commitment to delivering high-quality work and making meaningful contributions to the team and organization. It serves as a testament to my efforts in maintaining excellence, collaboration, and a strong work ethic.

## LANGUAGES

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- **Hindi** - Native
- **English** - Proficient
- **Bhojpuri** - Native

## STRENGTH

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- **Strong Communication & Active Listening** – Effectively convey ideas and understand customer needs.
- **Problem-Solving & Analytical Thinking** – Quickly identify issues and find practical solutions.
- **Technical Proficiency** – Skilled in troubleshooting, software support, and IT solutions.

## CERTIFICATES

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- **Python with Data Science** – Microsoft AEP
- **Ethical Hacking & Cybersecurity**
- **Fundamentals of Digital Marketing** – Google
- **Introduction to Git & GitHub** – Microsoft Student Partners (DTU)

## HOBBIES & INTERESTS

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- **Reading:** Passionate about exploring new ideas, expanding knowledge, and developing an analytical mindset.
- **Learning New Languages:** Enjoy acquiring new language skills to enhance communication and cultural understanding.
- **Music:** Appreciate and enjoy listening to music as a source of relaxation and inspiration.
- **Creative Cooking:** Enjoy creating unique dishes and adding a personal touch to meals.