

Rohit Fartyal

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About Me

Detail Info

Address

Delhi

India

Birth Date

26/Aug/1997

Summary

To work for an organization where I can leverage my professional qualification through constant learning for the symbolic growth of the organization as well as my career.

Education

CBSE Board

2015 - 2017

12th

Delhi University

2018 - 2021

Bachelors of Commerce

Experience

Intersoft Data Lab PVT LTD

10/2021 - 03/2023

Senior Support Engineer

Working as a senior support engineer for Intersoft Data Lab.

- Providing technology support via phone, email, and chat to all local and off-site clients.
- Managing and monitoring problems ticket trends. Analyze incidents and determine level of support required. Applying diagnostic techniques to identify problems, investigate causes, and recommend solutions.
- Performing incident management activities such as logging new tickets/requests and updating/escalating existing tickets until closure to meet established SLA's.
- Maintaining and monitoring all incidents records within the ticketing system; assist in their resolution when reviewing incident records.
- Providing feedback on issues for the team's knowledge database.
- Documenting customer requests in the call tracking system and record the action(s) taken and follow up on deferred actions.
- Keeping users informed of progress and status of call/tickets.
- Interacting with users and co-workers to diagnose and resolve problems.
- Resolving incidents on first contact when possible.
- Properly escalating unresolved incidents/requests to the next level of support.
- Providing remote troubleshooting and resolution via a remote management tool.
- Working with engineering, field operations and business with various troubleshooting and support steps that can be handled at the service desk.

- Troubleshooting, analyzing, resolving technical issues (ms office suite, windows os, laptop, desktop, kiosks/ touchscreen, printers, mobile devices like: Apple/Android)

Tech Mahindra

9/2020 - 9/2021

customer Support Associate

Worked as a customer associate for JioMart.

Achievements/Tasks:

- Assisted customer over an Email and call regarding their product's and preventive maintenance to avoid future problems. Understand customer's queries and tried to resolve their issues by following company's norms.
- Successfully responded customer's queries/complaint's and provided solutions.
- My Second stint was again with the same partner but in Social Media customer support role. This time i had the same task but with queries reported through medium of social media.
- I have also worked in Potential Escalation projects. I have always maintained my A.R.T throughout my tenure of serving in the team.

Skills

- Smart work and have motivational skills. Always ready to take up new challenges calm in adverse situation willingness to learn.
- Diligent Active listening skills sharp problem solver strong organizational skills, customers service expert opening/closing procedures handle and resolve technical queries over the call and Email.

Interest

playing cricket, and music

Languages

English, Hindi

Awards

- Participated in various debate and speech competition at school level

Social Profile

LinkedIn:

[linkedin.com/in/rohit-phartyal-889b0419b](https://www.linkedin.com/in/rohit-phartyal-889b0419b)