



DEEPAK KUMAR

Technical Support Executive

About Me

I have a background in technical support and customer service, with a strong commitment to advancing my skills and career in support roles.



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Narkatiyaganj, Bihar, 845455

Language

- English
- Tamil
- Hindi

Expertise

- Customer Relationship Management
- Creative Problem Solving
- Digital Communication
- Conflict Resolution
- Analytical Thinking
- Team Leadership

Experience

**CNC Web World , Pune,
2021 - 2024**

- Role: Front End Developer
- Responsibilities: collaborated with UI/UX team and turned their designs in the web page using react, Bootstrap and tailwind css.

**Sutherland Global Services, Chennai
12-2019 - 3-2020 (pandemic)**

- Role: Customer Support Executive (Non-Voice)
- Responsibilities: Responded to messages and wrote emails to one of the top e-commerce US customers.

**Allsec Technologies , Chennai
06-2019 --12-2019**

- Role: Technical Support Executive
- Responsibilities: Worked as a Technical Support Executive to troubleshoot electronic appliances over call
- created the documentation for follow-up and reviews.

Education

CMS College of Engineering

Bachelor of Engineering in EEE

Board: State Board

CGPA: 7.6%

2015 - 2019

TP Verma College , Narkatiyaganj , Bihar

Class 12 -(SCIENCE Stream)

Board: State Board

Percentage: 61%

2013 - 2015

High School Narkatiyaganj , Bihar

Class-10

Board: State Board

Percentage: 64%

2013