

# Karan Singh Bagga

Commerce Graduate

## Contact

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## Skills

Innovative Thinking



Communication Skills



Attention To Detail



Microsoft Excel



Teamwork & Leadership



## Certifications

- Product Management
- Marketing Foundations
- Sales Management

## Language

- English
- Punjabi
- Hindi

Proactive, friendly customer service specialist dedicated to meeting and exceeding expectations at every interaction. Timely and professional with extraordinary communication skills and ability to build and cultivate relationships to drive business retention. Actively seeking to explore more opportunities where I can utilize my education and skills to add immediate value to an organization.

## Experience

2022-01-  
Current

### Technical Support Executive L-2/Tier 2

Netplus Broadband Services Pvt. Ltd, Ludhiana

- Provided L2 Technical Support to Distributors, Operators, cluster engineers allied to Fiber technology, and to end-users via telephone, e-mail.
- Resolved issues in networking and in other components such as WAN and LAN connectivity, routers, firewalls, wireless and security.
- Managed critical customer issues, escalations and facilitated communication between customers and NOC.
- Handled responsibilities of shift lead when supervisor is not available.
- Worked on Remote access solution implementation and support such as ZTE, NOKIA EMS.

2020-08-  
2021-12

### Customer Service Associate

Netplus Broadband Services Pvt. Ltd, Ludhiana

- Resolved concerns with products or services to help with retention and drive sales.
- Ensured that calls/Emails/Web Tickets received at Helpdesk are responded in specified time frame and resolved /escalated.
- Educated customers about billing, payment processing and support policies and procedures.
- Provided feedback and present ideas for improving or implementing processes and tools with customer service area impact.
- Handled customer interactions and communicated with other departments to resolve escalated issues.

## Education

2022-2019

### Bachelor of Commerce

Gujranwala Guru Nanak Khalsa College- Ludhiana

Additionally Pursued Bank Management Certificate Course

2019-2005

### High School: Commerce

Guru Nanak Public School- Ludhiana

## References

### Amanpreet Singh Bhatti

Technical Auditor, Netplus  
Broadband - Ludhiana

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### Ashwani Kumar Tiwari

Branch Manager, Iffco Tokio -  
Ludhiana

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