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SIDDHESH BHAI SURVE

PROFESSIONAL EXPERIENCE

Customer Care Executive

Jul '18 - Apr '21

eSense eLearning PVT LTD

Mahad

Working Notice Period: Immediate Joining

Responsibilities & Activities:

- Responsible for providing satisfactory and best Project Services to customer/client of delivered projects as per policy.
- Walk customers through installing applications and computer peripherals.
- Address user tickets regarding Hardware, Software and Networking.
- Ask targeted Questions to diagnose problems, Guide users with simple and step by step instructions.
- Conduct remote troubleshooting, customize desktop applications to meet user needs.
- Follow up with clients to ensure their systems are functional.
- Direct Unresolved issues to the next level of support personnel.

: Marathi Content Writer & Reporter

Aug '16 - Sep '17

SA. KRANTIWADI

Mahad

Responsibilities & Activities:

- Perform Research information for story development and monitor story all through its various stages.
- Perform copy editing of scripts for accuracy, Factual content and correct language.
- Prepare and Complete Scripts to achieve time schedule.
- Provide assistance to reporters to prepare live field coverage.

EDUCATION

BSc (INFORMATION TECHNOLOGY)

Jun '19 - Nov '20

Dr. Baba Saheb Ambedkar College Mahad, Raigad.

Mahad

MUMBAI UNIVERSITY

HSC (COMPUTER SCIENCE)

Jun '13 - Feb '14

Dr. Baba Saheb Ambedkar College Mahad, Raigad.

Mahad

MAHARASHTRA STATE BOARD

SSC

Jun '11 - Mar '12

Vinayak Hari Paranjape Vidhyamandir Mahad.

Mahad

MAHARASHTRA STATE BOARD

CERTIFICATION/TRAINING

- Industrial Training in VINATI ORGANICS Limited, Mahad, Raigad.
- Completed Course on Computer Concepts (CCC).
- 1st Prize in 16th National Children's Science Congress Program of NCSTC - NETWORK, New Delhi. Catalyzed and Supported By RVPSP-DIST, Gov. of INDIA.
- 15Th National Children's Science Congress Program of NCSTC - NETWORK, New Delhi. Catalyzed and Supported By RVPSP-DIST, Gov. of INDIA.
- INTERMEDIATE Drawing Grade Exam with Grade B.
- ELEMENTARY Drawing Grade Exam with Grade C.

KEY SKILLS

Customer Relationship Management
Staff Management
Customer Experience
Front-Desk Management
Leadership Support
Client Satisfaction
Online Management
Office Administration

TECHNICAL SKILLS

Technical Writing
Operating Systems
Microsoft Windows
Servers O/S Support
Linux

Additional Areas of Interest

Social Work
Reading
Writing

Language Known

English
Hindi
Marathi