

Kanishak Kumar Tiwary

Summary

Highly motivated and eager learner seeking an entry-level IT position to launch a rewarding career in technology. Excited to contribute to a dynamic organization that fosters professional and personal growth. Committed to becoming a valuable asset, supporting the company's success, and actively participating in achieving its goals.

Experience

Elsamex maintenance Services ltd. – 07/2022 to 06/2023

Tech Support Executive

- Resolve Customers' concerns
- Maintained and administered computer networks and related computing device
- Diagnosed troubleshooted and resolved other system problem.
- Customer Handling (via Email,Chat,Phone)etc.
- Installing and configuring hardware and software

Tech Mahindra - 09/2024 to 12/2024

Associate-Customer support

- Designed innovative solutions to resolve challenging problems
- Providing timely and accurate customer feedback
- Escalating issues When needed, escalating customer inquiries to the appropriate department
- Maintaining customer satisfaction Monitoring customer satisfaction levels, and referring customers to superiors when necessary

Edutinker – 12/2024 to 05/2025

Inside Sales Executive/CSE

- Lead Generation & Qualification: Identify and assess potential leads using online tools and databases.
- Maintain and nurture relationships with existing clients, providing ongoing support and identifying opportunities for upselling or cross-selling.
- Conduct product demonstrations and explain the benefits of the company's solutions.

Education

Master of Computer Application (MCA): - 2024
Sarvepalli Radhakrishnan University, Bhopal (MP)

Bachelor of Computer Application (BCA): - 2021
Impact college, Patna

Personal Details

- Father Name- Satendra Tiwary
- D.O.B- 10th Dec 2001
- Nationality- Indian
- Language- English, Hindi
- Marital Status-Single
- Address- Buxar Bihar
- Hobbies- Playing cricket

Contact

Phone no.- 7480910320

Email id-
tiwarikanishak99@gmail.com

Highlights

- C Language, C++
- HTML/CSS
- Customer Service
- SQL server
- Technical skills
- Networking
- Effective Communication
- Team Player
- Time management
- Decision Making