

Faizal M

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Summary

Seasoned Technical Support Specialist with a strong background in supporting Acer's line of computing products. Demonstrated capability to detect, diagnose, and resolve technical problems effectively, with minimal downtime and maximum performance for end users. Excellent communication skills and customer-centric approach, coupled with extensive knowledge of Acer systems, make me a valuable asset in providing high-quality support services.

Experience

Startek | Bangalore, Kamataka

Technical Support Operations | 08/2024 - Present

- Provided the end-to-end technical support of Acer laptops, platforms, and mini PCs includes support related to hardware and software issues.
- Diagnose and troubleshoot system errors, connectivity problems, OS malfunctions, driver issues, and performance bottlenecks.
- Guide users through step-by-step solutions via phone, email, or remote access, ensuring high customer satisfaction.
- Consistently meet or exceed KPIs, including resolution time, customer satisfaction score (CSAT), and first-call resolution (FCR) rate.

Skills

Operating systems, Windows, Microsoft excel, Microsoft word, Customer service, Time management, Communication skills

Education

Adhiyamaan College of Engineering | Hosur, Tamil Nadu

Biomedical Engineering | 04/2024

7.2 CGPA

D. K. Samy Matric HR SEC School | Krishnagiri, Tamil Nadu

HSC | 03/2020

54%

D. K. Samy Matric HR SEC School | Krishnagiri, Tamil Nadu

SSLC | 04/2018

77.8%

Acheivements

1. Presented a paper on "IOT IN PARALYTIC PATIENT MONITORING SYSTEM" at "INTERNATIONAL CONFERENCE ON NEW HORIZONS IN BIOENGINEERING: FOSTERING ACADEMIA -INDUSTRY PARTNERSHIP (ICB-2024)" organized by, SRM Institute of Science and Technology, Chennai.
2. Presented a paper on "WHY ENGINEERING?" at "NATIONAL LEVEL TECHNICAL SYMPOSIUM" organized by, B V Raju Institute Of Technology, Telangana.

Languages

English, Hindi, Tamil, Urdu