

Nihal Sharma

*Business Operations Analyst | Subject Matter Expert | Technical Support
Wipro Technologies Gurugram | Teleperformance Mohali
www.linkedin.com/in/nihal-sharma-5a77651ba | nihalsharma805@gmail.com*

Nihal Sharma, a well settled Professional, a keen learner and Excellent communication skills in Customer Technical Support globally. Started career in Telecom Mediation Operations with Wipro in Campus placement, was enrolled in Technical process providing support to International clients. Admired technical knowledge of computers, , Software, domains, Windows live and served telecom accounts tremendously. Have had served opportunity working with Aircel India and Vodafone UK accounts handling the Customer Database along Unix Servers deployment and Shell Scripting to provide real time support over Live Chat and Email for Mediation platform. Providing Customer support Business to Business as well Business to Client respectively and currently working proactively with Godaddy Teleperformance Operations.

Education Profile:

BACHELORS IN COMPUTER APPLICATION | 2011 -2014| CHANDIGARH
GROUP OF COLLEGES| PTU JALANDHAR| PUNJAB

12TH STANDARD | 2010- 2011| NTC SCHOOL RAJPURA| PSEB MOHALI

10TH STANDARD | 2008- 2009| MUKAT PUBLIC SCHOOL RAJPURA|
CBSE DELHI

Professional Experience:

Wipro Technologies - Technical Support Specialist (Campus Recruited)
July 14th 2014 - October 1st 2016 (Gurugram)

Delhi Career Group - Business Coach and Learner (Etiquettes and Ethics)
September 1st 2017 - December 25th 2019 (Delhi)

Teleperformance - Subject Matter Expert (Technical Domain)
January 20th 2020 - Present (Mohali)

PROJECT SKILLS:

Technical Process for Vodafone UK ,Aircel India & Godaddy US

Godaddy US Operations - Subject Matter Expert

International Operations Expert, Handling Operations on a Leading Chat process, Products, Escalations and Social Media Response Team, Technical Support for Domains, Wordpress, Linux, Plesk (All Hosting), Dedicated and Shared servers, Diagnose issues, Secure Socket Layer (SSL) configurations, Dedicated and shared Servers patching and deployment, Troubleshooting sessions over live Chat and Email support, Domains and Bulk TLD Registration through ICANN (The Internet Corporation for Assigned Names and Numbers)

Aircel India - Business Operations Analyst

Unix Servers Expertise—LiveProduction and Live Engage Live Chat Interactions for system RAM and Software issues, Handling Escalation calls for Client Issues in CRM ,Billing Issues for Customers and Mediation Operations recovery, Recovery of all Software Components, Troubleshooting and Rebooting on SunOS—Sun Solaris (Unix), Installing and Handling Chat /Email/ Technical customers around PAN India

Vodafone UK- Technical Support Specialist

Handled the UK Customers and Vodafone Stores technical Crm issues in supporting the framework and designing the software, testing it through Linux operative systems and debug the issues through Shell Scripting major

Personal Interests :

Leadership and After Market expertise

Keen Learner as to die tommorow

Emerging people for unleash Potential as Business Expert Coach

Respecting Women and Empowering growing Indian Economy

Interacting with Elders shows our Etiquettes while behaving with Juniors shows our Nurture

Love reinstating the Humanity, raised my own #HealHumanity Foundation as a little effort in order to curb the degrading Humanism during Covide crisis :)

PROFILE SUMMARIZING THINGS :

Open with any Technology and Work Area, Capable enough to handle the team as serving position on Supervisor/Technical Lead/Technical Manager. Ready to face the challenges in Tech world understanding Client Mindsets, Preferably looking for Day Shifts only, Professional References are available upon request. Available on call anytime @9877545756 for telephonic interaction