

RUSHAD SHEIKH

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PROFESSIONAL SUMMARY

Motivated and adaptable **Technical Support Professional** with hands-on experience in desktop support, network troubleshooting, and enterprise IT operations.Strong ability to work under pressure, handle additional responsibilities, and collaborate with cross-functional teams to improve service quality. Eager to grow in technical & corporate environments while continuously upgrading skills.

EDUCATION

2025 - 2026	Master of Business Management (MARKETING & HR) PGDM
2021 - 2024	Bachelor of Technology in Electronics (RTMNU)
2019 - 2021	Diploma in Electronics Engineering (MSBTE)
2017 - 2019	HSC – Science

EXPERIENCE

Oct 2024- Jan 2026	Technical Support Associate
Tech Mahindra ,Pune	- Delivered Level 1 desktop and technical support for BT (British Telecom) enterprise users - Resolved incidents and service requests within SLA to improve service quality and customer satisfaction - Supported operational workload, process compliance, and IT service standards - Performed documentation, knowledge transfer, and Training support as per organizational guidelines - Facilitated and gave Training to new recruits.
July 2023 - Oct 2023	Customer Support Assciate
Teleperformance	- Listening to customers' concerns and handling complaints and returns. - Giving detailed explanations of services or products - Customer engagement and complaint resolution

SKILLS

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|------------------------|--------------------|-------------------|-------------------|
| • Leadership | • Ticket Managment | • Communication | • Trainer |
| • Analytics & CRM | • Teamwork | • Problem Solving | • Collaboration |
| • Voice & Chat support | • Client Managment | • Prioritization | • MS office suite |