


Md Ahmed Raza

Customer Support Analyst

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First-rate Customer support Analyst with 1 year of experience offering outstanding support to users of various levels. Exceptional skills and knowledge in ENTERPRISE RESOURCE PLANNING and subject matter expert on Multivalued database Management and with Proficient programming skills. Established reputation as sharp technology expert when working in the company within 6 months in ERP domain. Recognized as the best within 6 months of starting my work. While working I trained a lot of experienced guys regarding my product. Proficient with 3 languages English, Hindi, Telugu



Skills

ERP domain proficient


Excellent

Multivalued database expert


Excellent

Application support


Excellent

Excellent Communication


Excellent

Teamwork and Collaboration


Excellent

Attention to Detail


Excellent

Staff education and training


Excellent



Work History

Customer Support Analyst

Aptean India Pvt Ltd, Madurai

- Supported customers throughout incident response, management and resolution to deliver expert assistance for technical needs.
- Apart from handling Support cases I have done some development work in the Product.
- Recognized as a best performer in the whole support team with 6 months of my work
- Patched software and installed new versions to eliminate security problems and protect data.
- Rolled out software updates and applied server patches to thwart threats from penetrating networks.
- Recognized escalation needs and connected customers with advanced support staff.
- Partnered with sales, operations and field service teams to coordinate solutions.
- Worked within task management system to receive, manage and close support requests.



Education

B.Tech: Mechanical Engineering

MVGR College of Engineering - Vizianagaram



Software

Python


Good

Pick Basic


Excellent

2021-10 - 2022-10

2016-06 - 2021-08