

# AAKASH CHAUDHARY

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<https://www.linkedin.com/in/aaksh/>

An accomplished information research analyst and product technical support engineer with excellent communication and diagnostic skills to fulfill your firm's needs and beyond. Willing to work as key player in challenging and creative environment.

## EDUCATION

**2008** 10th from divine child international school

**2008-2010** Engineering in advance hardware and networking from global technology collage

## EXPERIENCE

### EINFOCHIPS

TECHNICAL SUPPORT PRODUCT SPECIALIST – PES [JANUARY 2017 TO DECEMBER 2019]

- Coordinate with software related issues queries or changes of Enterprise Business Support Application remotely (Product knowledge, Log reading, Troubleshooting techniques or configuration).
- Mentored and served as tier L1, L2, L3 support-based contact and manage the customer/client relationship from technical support perspective.
- Responsible for coordinating with client meetings and focus on KPI's as per client needed for support and implementation.
- Collaborate and reviews technical work of other team support members and others internal organizations.

- Responsible for Jira management for project management.
- Coordinating with software logs manual and through mongodb into client server database.
- An effective communicator with analytical, technical and client relationship management skills with the ability to relate to individuals at any levels of business and management..

#### Infoanalytica

DATA RESEACHER – [SEPTEMBER 2015 – JUNE 2016]

- Responsible for gathering market data and evaluate information from diverse market source.
- Analyze qualitative & quantitative information to support and review new and existing marketing and sales strategies.
- Responsible to load, extract and validate client data.
- Data entry, data auditing, creating data report & monitoring all data for accuracy. Carry out Specified data processing and statistical techniques.
- Responsible for overall project support and intergrate pieces of analysis, recognize patterns and identify options to solve the identified problem. Assist daily tasks of project management

#### ACTIONEDGE INC

SENIOR MARKET RESEARCHER – [JULY 2014 – JULY 2015]

- Quality Certified exam expertise.
- Responsible for collecting market data and evaluating information from diverse market source.
- Involved in various aspects of the market research projects requirement capturing & implementation.

- Areas of expertise on market research tools, data Analysis, consumer trends and competitive intelligence.
- Defining and planning the information based on current trends. Verified methods of data collection are effective and accurate.

Additional Informations
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Tools: Jira Management, Microsoft office, Data Mining, Data Management, Customer Relationship Management, Research & Data Analysis, Product Management, Hardware Skills, Networking Skills, Project Management, Application Support, Requirement Gathering & Analysis

Database: MongoDB

Operating Systems: Windows, IOS, ubuntu, Dos

Domain Industry: Information Software & Outsourcing