

ARPIT KHANUJA

Cloud/Tally Support Specialist

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NETWORK & SECURITY DATACENTER & CLOUD MANAGED SERVICES

A Cloud/Tally Support Specialist is a technical expert who provides specialized assistance to users of cloud-based services or Tally software. Their responsibilities include resolving complex technical issues, troubleshooting system errors, and offering guidance on software functionalities. They act as the primary point of contact for users encountering difficulties, delivering timely and effective solutions to ensure the uninterrupted operation of cloud services or Tally software. Additionally, they may collaborate with development teams to report bugs, suggest enhancements, and contribute to the overall improvement of product quality.

EXPERIENCE

Technical Account Manager 11/2022 - Present
Webberstop India Private Limited NOIDA

Webberstop India was founded in 2010 to complement the rising and ever increasing demand of reliable and secure data centers and managed IT services. Since then, it has always made reliable hosting services available for companies and webmasters at cost effective prices.

Webberstop India specializes in Cloud Servers, Dedicated Servers, Virtual Private Servers Hosting & Email Hosting.

- Efficient Ticket Resolution
- Successful Issue Troubleshooting
- High Customer Satisfaction
- Effective User Training
- Maintained System Performance
- Basic AWS Manage
- Which of your achievements match the job you're applying to?

Ex-Employee Verification Executive 12/2021 - 09/2022
Integrated Information Service Pvt Ltd. NOIDA

Integrated Information Services Private Limited provides back office processing service, background check, corporate training and software solutions to clients of all the industry segments including IT, ITES, banks, manufacturing, airlines and others. We operate with the corporate philosophy of "Operate Independently, Compete Collectively and Deliver Flawlessly" The export division primarily focuses on the software and tele-calling service to SMEs and small group of professionals in US.

- Obtained verification on employment history checks.
- Major Verification of Big organization's employee like HCL TECHNOLOGIES, SOCIETE GENERALE and OTHER CLIENTS.
- Analyzing verification received and quality check as per internal parameter.
- Creating and maintaining healthy relationships with verification source contact.

Marketing Internship 05/2020 - 11/2020
Nrs Engineering NOIDA

Nrs engineering is an Manufacturer of Food Processing Plant Equipment, Macroni & pasta Making Machine, Industrial Food Processing, Kurkure Making Machine etc

- Client acquisition and retention.
- Briefing customer about the products, its features and benefits
- Closing the deal
- Meet with prospects and clients interested in product



STRENGTHS

Quick Learner

Skilled at quickly grasping new concepts and adapting to changing environments, demonstrated through all my past experiences.

Dedicated Employee

Dedicated professional with a strong commitment to achieving excellence in all endeavors. Known for consistently going above and beyond expectations to deliver high-quality results.

Responsible

Responsible professional with a proven track record of managing tasks efficiently and meeting deadlines consistently.

KEY ACHIEVEMENTS

High-Quality Work Output

"I'm proud of my high-quality work output because it reflects my commitment to excellence. Consistently producing accurate and thorough work not only meets but often exceeds expectations

Improved Ticket Handling Efficiency

"I'm proud of improving ticket handling efficiency because it significantly enhanced our operational processes. By streamlining the ticketing system and reducing resolution times

Exceptional Customer Satisfaction

"I'm proud of achieving exceptional customer satisfaction because it reflects my ability to build and maintain strong relationships with clients.

EXPERIENCE

Marketing Internship

01/2020 - 02/2020

[Niu Infratech Pvt Ltd.](#)

NOIDA

Niu Infratech Pvt Ltd is an Startup of dating app Named Cheating Not.

- Planning and hosting of marketing events.
- Market analysis and research on the latest trends.
- Creation of mock-ups events, email campaigns, and social media content.
- Research and evaluate competitor marketing and digital content.
- Assist with daily administrative duties

EDUCATION

12th (commerce)

2017

[Modern School,Noida Affiliated with CBSE](#)

Bachelor of Business Administration

2017 - 2020

[Chaudhary Charan Singh University, Meerut](#)

Master of Business Administration

2022 - 2024

[Chandigarh University](#)

SKILLS

Problem-Solving ·

Customer Service · Initiative

LANGUAGES

HINDI

Native

ENGLISH

Intermediate