



Badshah Khan

Team-Lead (Senior Executive)

To touch the sky in the field of engineering by providing my best knowledge, hard work & services with full sincerity & discipline. Skilled Marketing Specialist driven to develop successful campaigns and product marketing plans that satisfy clients and meet demanding objectives. First-rate attention to detail and creative mindset. Prepared to leverage many years of marketing experience to take on dynamic new role at Reliance jio Infocomm.

Experience

2019- Current

Reliance Retail- Kota, India

Team-Lead (Senior Executive)

As a Team Leader, I oversee a dedicated team tasked with configuring, and providing support for laptops, Windows operating systems, and various software applications. My responsibilities include:

Leading a team of technical professionals to deliver exceptional customer service.

Providing guidance and training to team members on sales techniques, product knowledge, and configuration procedures.

Collaborating with sales representatives to identify customer needs and recommend appropriate laptop models, software solutions, and Windows configurations.

Ensuring accurate configuration and setup of laptops and software according to customer requirements and specifications.

Managing inventory levels and coordinating with suppliers to ensure availability of laptops and software products.

Resolving customer inquiries, concerns, and technical issues in a timely and effective manner to maintain high customer satisfaction.

Keeping abreast of industry trends, new technologies, and updates in Windows and software applications to provide informed recommendations and support to customers.

2016 - 2018

Reliance Jio , Kota, Rajasthan

Network Engineer

Initiated and managed network test facilities to verify network hardness and resilience.

Assisted with implementation and support of network monitoring tools.

Provided complete end-to-end engineering and installation of route-based IP network solutions.

Managed, tracked and coordinated problem resolution and escalation processes.

Integrated data, voice and video networks for use in multi-site installations.

2015 - 2016

HCL SERVICES LTD | Kota , Rajasthan

Field Service Engineer

One year experience in h/w, operating system, desktop support and networking, Two year experience in LAN and WAN networking.

Tested equipment performance and demonstrated operation and servicing of equipment to customer.

Upgraded and modified products and handled special assignments such as DRM printers and Routers.

Contact

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Address

00435 ismail chowk nayapura
kota rajasthan

Education

2014

Diploma Engineering

Government polytechnic college

2019

Bachelors of Arts

University of kota

Expertise

- Sales forecasting
- Pricing structures
- Market Analysis
- Storyboards
- Communications management
- Well knowledge in all kind of Software installation

Language

English

Hindi