

PINTU KUMAR GIRI

Chennai, Tamil Nadu | 9791165361 | pk170719@gmail.com

PROFESSIONAL SUMMARY

Dedicated and detail-oriented Technical Support and Network Installation professional with over 3+ years of experience in telecom operations, installation, and troubleshooting. Proven ability to diagnose technical issues, configure devices, and provide customer-focused solutions in high-pressure environments. Strong working knowledge of ticketing systems, field support operations, and network device configuration. Seeking a challenging role in IT/NOC/Technical Support to leverage technical expertise and contribute to organizational success.

CORE SKILLS

- Technical Troubleshooting & Issue Resolution
- Network Installation & Device Configuration
- Ticketing Tools & Incident Management
- Customer Support & Communication
- Cisco Basics (CCNA Knowledge)
- Microsoft Office (Excel, Word, PowerPoint)
- Time Management & Team Collaboration
- Ability to Work Under Pressure

PROFESSIONAL EXPERIENCE

Technical Support – HDO Installer

Teamlease (Bharti Airtel Pvt Ltd) | Oct 2020 – Dec 2023

- Provided end-to-end technical support for installation and troubleshooting of telecom devices.
- Diagnosed network and connectivity issues and ensured timely resolution.
- Worked with internal ticketing systems to track, update, and close incidents.
- Configured devices manually and ensured proper installation at customer locations.
- Delivered excellent customer service by explaining technical issues in simple terms.
- Coordinated with internal teams for escalations and complex issue handling.
- Maintained SLA compliance and ensured high customer satisfaction.

HDO Installer

Adecco Pvt Ltd (Bharti Airtel Pvt Ltd) | Jan 2025 – Present

- Responsible for installation, configuration, and maintenance of telecom equipment.
- Handling customer issues related to connectivity, device setup, and performance.
- Ensuring proper documentation and reporting of installation activities.
- Supporting field operations and resolving real-time technical challenges.
- Collaborating with support teams to ensure service continuity and uptime.

EDUCATION

- Bachelor of Commerce (B.Com) – Tamil Nadu Open University – 69%
- Higher Secondary (12th) – State Board of Tamil Nadu – 67%
- Secondary (10th) – State Board of Tamil Nadu – 55%

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA) – Rahino Technology

KEY RESPONSIBILITIES & HIGHLIGHTS

- Successfully handled multiple customer installations and troubleshooting cases daily.
- Reduced issue resolution time by applying effective troubleshooting techniques.
- Maintained accurate ticket updates and ensured closure within SLA timelines.
- Supported onboarding and training of new team members.
- Gained hands-on experience in networking concepts including IP configuration, routing basics, and connectivity troubleshooting.

TOOLS & TECHNOLOGIES

- Ticketing Systems (Internal Support Tools)
- Basic Networking Tools & Device Configuration
- Microsoft Office Suite
- Telecom Installation Tools

LANGUAGES

Tamil, English, Hindi, Bhojpuri

PERSONAL DETAILS

Date of Birth: 31 May 1998
Gender: Male
Nationality: Indian