Naman Solanki

Technical Support Representative - Microsoft Azure, Active Directory, Technical Issue Diagnosis

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SKILLS

- **Systems & Cloud Tools**: Microsoft Azure, Windows/macOS Environments, Virtual Machines, Basic Linux
- **Operating Systems & Office Tools**: Windows 10/11, macOS, Microsoft 365 (Outlook, Word, Excel)
- **Troubleshooting & Support**: Technical Issue Diagnosis, Hardware/Software Support, End-User Assistance
- **Networking**: Ticketing Systems (ServiceNow, Zendesk, Freshdesk), TCP/IP, DHCP, DNS, LAN/WAN
- **Customer Engagement** : CRM Tools, Objection Handling, Customer Service, Incident Resolution.

WORK EXPERIENCE

Outbound Sales Agent   **January 2025 – Present**
SP Data Digital   *Remote*

- Equipped real-time technical support to Rogers customers under the renewal team at SP Data Digital, handling account renewals, upsells, diagnostics, and education for 50+ clients weekly—boosting upsell conversion by 22%.
- Assessed expiring Rogers value plans & performed preemptive consultations to align updated services with customer needs, achieving 30% first-call resolution rate through modified recommendations, compatibility checks.
- Enforced CRM tools to document and track user issues, leveraging ticket tagging, escalation logging, resolution notes, and automated workflows reducing repeat inquiries 18% and increasing customer satisfaction by 20%.
- Pioneered strict confidentiality standards and resolved objections promptly using empathy, product knowledge, and impactful communication, boosting first call resolution by 15% and customer satisfaction by 10%.
- Surpassed monthly KPIs dependably, increasing service conversions by aligning technical features with customer needs through personalized upselling, and product knowledge—resulting in a 22% boost in conversion rates.
- Conducted outbound prospecting calls with aligned scripts, active listening, objection handling, and product positioning strategies—driving a 27% improvement in customer engagement and accelerating conversion cycles.
- Delivered clear comparisons of service plans, pricing tiers, technical benefits, usage limits, contract terms, and feature compatibility during calls, reducing decision hesitation 24% increasing bundled service adoption by 18%.
- Guided new users through account personalization, password setup, multi-device configuration, feature enablement, platform orientation leading to a 26% reduction in follow-up support requests within the first 30 days.
- Analyzed call trends and identified common service blockers using CRM analytics, customer feedback, resulting in tailored FAQs, call scripts that improved resolution accuracy by 21% and shortened average call time by 12%.

Door-to-Door Sales Representative   **October 2024 – December 2024**
Somrav Marketing Solutions   *Edmonton*

- Executed product demos and technical support via a third-party cold door-knocking campaign targeting Rogers' competitors, and used rapport building and up-selling to boost lead conversion 19% and sales revenue by 17%.
- Resolved technical product inquiries on-site during cold-door knocks for Rogers' competitor-switch campaign; virtually cut post-sale complaints by 23% and boosted retention by 16% through preventive, adapted support.
- Built rapport and trained customers on digital services through interactive demonstrations, product walk thoughts, and communication improving customer satisfaction 17% and boosting cross sell conversions by 14%.
- Maintained accurate service logs and escalated recurring issues using mobile CRM tools, onsite diagnostics, and follow-up reporting contributing to improved service documentation and reducing resolution time by 16%.
- Collaborated with peers to improve sales and support strategy through field feedback, product positioning, cross training, objection handling resulting in a 25% boost in total performance and a 20% rise in daily close rate.
- Delivered personalized technical consultations by assessing customer environments and usage scenarios, providing tailored service recommendations and troubleshooting support—improving first-contact resolution by 21%.
- Leveraged advanced digital tools for detailed service area analysis and call routing optimization, enhancing response times and maximizing support coverage—resulting in a 19% increase in efficient customer interactions.
- Facilitated seamless service activations and on-site account verification using mobile tools, customer onboarding protocols, and real-time troubleshooting reducing activation errors by 20% and cutting setup time by 18%.
- Gathered & pioneered actionable competitive intelligence and relayed field insights to product teams, influencing feature prioritization and marketing focus—resulting in a 22% improvement in localized campaign effectiveness.

EDUCATION

Diploma in Computer Systems Technician – Networking   **August 2023 – December 2024**
St. Clair College, Windsor

CERTIFICATIONS

- **CompTIA A+, Cisco Certified Network Associate (CCNA)**