

# ADARSH KUMAR SINGH

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## PROFILE SUMMARY

Support Operations Specialist with a focus on enhancing team performance and streamlining processes to drive efficiency. Experienced in empowering support professionals to excel through leadership and collaboration.

## WORK EXPERIENCE

**Acting Team Leader — Finmech Business Services Pvt Ltd** October 2025 - Present

- Leading support operations by empowering and training teams to deliver exceptional customer service. Focused on creating a positive and collaborative environment to nurture skill growth and excellence.
- My passion lies in fostering a positive, challenging, and collaborative environment where support professionals can grow their skills and excel.
- I have a demonstrated history of taking ownership of challenging support escalations, identifying root causes for customer pain points, and translating complex technical issues into clear, actionable training for my team.
- My approach is centered on servant leadership—removing roadblocks and providing the resources necessary for my team to deliver industry-leading service.
- Creating individualized growth plans and conducting regular 1:1 coaching sessions.
- Optimizing shift coverage and resource allocation to meet peak demand.
- Ensuring the Voice of the Customer (VoC) is heard and integrated into business decisions.

**Desktop Support Engineer — Team Computers** February 2024 - October 2025

- Managed networking, design, installation, and maintenance services with a focus on optimizing support processes.

**Desktop Support Engineer L1 — ACMA Computers Ltd.** June 2022 - February 2024

- Provided user and network administrator support via telephone and email communications to ensure seamless operations.

**IT Support — CONNECTIONS DIRECT INDIA PRIVATE LIMITED** September 2021 - June 2022

- On sites to help with installs, deployment, and troubleshooting of Windows & Linux.
- Responsible for networking, design, installation and maintenance services.
- Supporting users and network administrators over the telephone and by email.
- Maintain the companies' network infrastructure.
- Configuration and testing of any new hardware and software.
- Management of the daily data backup and retrieval scheme.
- Ensure computer hardware is safe & complies with health and safety legislation.

## EDUCATION

**Bachelor of Science - BS — University of Mumbai** July 2018 - May 2021

Information Technology

**Bsc IT — M.K.M.Patel Sr. College of Comm & science** 2018 - 2021

English language

## SKILLS

Support Operations Oversight • Leadership in Support Services • Team Building and Development

## CERTIFICATIONS

**LinkedIn Marketing Strategy**

LinkedIn Marketing Solutions

**LANGUAGES**

Marathi — Professional Working

Hindi — Full Professional

English — Elementary