

ABHINAV PATEL

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OBJECTIVE

Technical support engineer with 1+ years of experience in diagnosing and resolving hardware and software issues. Skilled in troubleshooting, system analysis, and optimizing user experience through smart problem solving.

SKILLS

Languages	Java, C++, HTML, CSS, JavaScript
GUI	JavaFX, Swing (Java)
Databases	MySQL, JDBC
Libraries	NodeJS, ReactJS
Development Tools and IDEs	VS Code, IntelliJ IDEA, PyCharm, NetBeans

EXPERIENCE

Technical Support Engineer Ideal Management Group	Sept 2023 - Current <i>Jabalpur, MP</i>
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- Provided technical support for current and legacy software releases, resolving 95% of issues on first contact and improving user satisfaction by 30%.
- Diagnosed and resolved complex technical problems, reducing the average resolution time by 40% through personalized troubleshooting.
- Assisted clients with hardware, peripherals, and network connectivity, leading to a 25% decrease in recurring issues by educating users on best practices.

Tools & Technologies— Windows, AnyDesk, Remote Desktop Tools, Networking & Troubleshooting Utilities.

EDUCATION

B.Tech. in Computer Science, GGITS, Jabalpur — CGPA: 8.34/10	2019 - 2023
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PROJECTS

Planto. Designed and developed a dynamic e-commerce platform for plants, enabling users to seamlessly purchase plants and locate plant care services within their locality. **Tools used** — Frontend – ReactJS, Redux, Material-UI; Backend – Node.js, Express, MongoDB. Integrated Paytm API for secure and efficient order processing.

ACHIEVEMENTS

- Gained hands-on problem-solving experience at **Innovaccer's HackerCamp'22**, powered by **Microsoft**, collaborating with developers nationwide.
- Secured **3rd place** in the **45th Open State Aquatic Championship (2016)** among 200+ swimmers.
- Won **3rd place** in the **State-Level Water Polo Championship (2014)**, demonstrating teamwork and endurance.
- Represented my school in the **CBSE Cluster Swimming Competition (2016)** against top inter-school swimmers.