

SHILPA K

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Career objective:

Seeking a challenging position, which will permit me to use and enhance my skills in a progressive and dynamic organization with an experience of 4 years as a technical support engineer now moved to escalation desk

Skill sets:

- Excellent interpersonal skills
- Confident
- Good communication skills
- Talented and hardworking

Key responsibilities handled:

- Sending email about technical issues and resolving problem Helping clients with regards to technical issues with our widgets.
- Answering questions from customers and prospective customers about the features and capabilities of our widgets.
- Documentation for our website on an as-needed basis.
- Communicating customer needs to our engineering staff.
- Solving internet issues of protocols
- Provided functional and technical support, troubleshooting and software problems.
- Solving customer issue personal lone.
- Verifying Airtel document in Knoah Solution Pvt Ltd

Employer:

- Knoah Solution Pvt Ltd in Hyderabad worked as QA specialist Sep 2018 to Dec 2018
- ICICI bank in Bangalore senior Executive Oct 2017 to Aug 2018
- Cogent from CSE Oct 2014 to Sep 2016

Academic qualification:

- MCA from Intel institute of science in Anantapur.
- BSC in computer science from Sri Sai College

Personal Details:

- Languages Know: English, Telugu and Kannada.