ANUSHA RAVI

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https://www.linkedin.com/in/anusha-ravi-3b8077138

- Excellent Customer support and communication skills
- Proficient in Jira
- Enjoy learning new technologies and challenging concepts
- Good organizational and time-management skills

Platforms:	Windows, Mac OS X, Linux, iOS, Android OS
Bug Tracking:	Jira
Database:	MySQL, PostgreSQL
Tools & Languages:	Python, Ruby, GitHub, GCP

CERTIFICATIONS

- Currently pursuing **Google IT support course**.
  - Network protocols, cloud computing, Windows operating system, Linux command line, systems administration, encryption algorithms and techniques, and more.

EDUCATION

BACHELORS IN COMPUTER SCIENCE, ANNA UNIVERSITY, CHENNAI, INDIA

- Graduated with a first class in computer science, setting a good foundation in Computer science.

EXPERIENCE

- Helped with IT technical support for a non-profit organization from 2019 to present.
  - Work in a fast-paced setting as a Support technician to triage issues and help customers move past the issue as soon as possible.
  - An ability to come up to speed with a new app very quickly.
  - Work closely with developers, product and engineering managers to prioritize issues identified in the backlog.
  - Proactively identify, communicate and document issues and features in JIRA tickets.
  - Communicating, collaborating with business and technical teams.