



📍 Ajman Industrial 2

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Bold Profile

SUMMARY

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

SKILLS

- Technical Troubleshooting
- Version control systems
- Website optimization
- Databases
- HTML
- CSS
- Javascript
- Bootstrap
- Tailwind CSS
- React JS
- Redux
- AJAX
- JSON
- API
- Hooks
- MongoDB
- Node JS
- Web Hosting
- Email Hosting

Deeksha Shetty

EXPERIENCE

August 2024 - October 2024

Web Developer Intern Solar Secure Solutions | Bangalore, India

- Developed web applications using HTML, CSS and JavaScript.
- Collaborated with other developers to enhance the user experience of websites.
- Developed RESTful web services using NodeJS and ExpressJS frameworks.
- Built RESTful API's using NodeJS, ExpressJS, MongoDB.
- Contributed innovative ideas and solutions to enhance team performance and outcomes.
- Maintained updated knowledge through continuing education and advanced training.

January 2022 - May 2023

Technical Support Engineer XL Technologies FZE | Sharjah, UAE

- Provided technical support to customers by troubleshooting and resolving website and email issues.
Provided technical support regarding website hosting services, domain registration and DNS configuration issues.
- Troubleshot technical issues related to website hosting or coding errors.
- Created user accounts in Active Directory while maintaining proper security protocols.
- Assisted users with password resets and account lockout resolutions.
- Developed technical solutions to improve the scalability, reliability, and performance of domain architectures.
- Assisted with virus removal and malware protection services for customers' websites.
- Resolved customer inquiries in a timely manner through phone or email support.
- Updated knowledge base articles regularly with new information related to email support services.
- Assisted in troubleshooting issues related to website hosting or domain registration.
- Assisted in troubleshooting server-side issues related to website hosting environments.

August 2018 - August 2021

Technical Support Engineer Diya Systems Pvt Ltd | Mangalore, India

- Provided technical support regarding website hosting services, domain registration and DNS configuration issues.
- Coordinated with third-party vendors for website hosting services and other technical needs.
- Managed website hosting services to ensure optimal performance of customer sites.
- Troubleshot technical issues related to website hosting or coding errors.
- Assisted in troubleshooting server-side issues related to website hosting environments.

PROFILES

- www.linkedin.com/in/deeksha-shetty-8051a2305

- Answered customer inquiries via live chat in a timely and professional manner.
- Provided helpful information to customers about products or services.
- Resolved customer complaints quickly, accurately, and professionally.
- Maintained detailed records of all conversations with customers.
- Responded to customer emails regarding technical support issues in a timely fashion.
- Assisted customers in navigating website content or completing transactions online.
- Configured network settings for clients' computers including IP addresses, DNS server information.

EDUCATION


June 2018
Bachelor of Engineering | Computer Science
Srinivas School of Engineering, Mangalore, India

CERTIFICATIONS

- Completed online course on "MERN Stack Development" from "Infocampus Software training institute" Bangalore (May 2024 - Sept 2024)
- Final Year Project on "Prevention of Chronic Kidney disease using Machine learning techniques"
- Projects : Completed "Job Portal React Project", "Bookstore App" MERN stack project.

LANGUAGES

English: First Language

English:  B2
Upper Intermediate (B2)

Kannada:  C1
Advanced (C1)

Hindi:  A1
Beginner (A1)