Vikash Sharma

Software Developer

Bilingual software developer with customer-driven nature and focus on working as part of team. Excellent communicator with ability to meet deadlines and quickly resolve issues.

Work History

2018-07 - 2019-04

Customer Service Associate

Amazon, Indore, Madhya Pradesh
Conferred with customers about concerns with products or services to resolve problems and drive sales

- Developed and actualized customer service initiatives to decrease wait times

2019-07 - 2019-11

Technical Support Representative

Teleperformance, Jaipur, Rajasthan

- Built and provided basic end-user troubleshooting and desktop support on Windows, Linux and Mac systems
- Evaluated and resolved technical problems for end users efficiently to minimize downtime

Education

2016-08 - Current

Bachelor of Technology: Computer Science And Programming

IIST - Indore, Madhya Pradesh

2012-04 - 2016-03

GED

Delhi Public School - Bilaspur

Personal Info

Address
B-429, B-sector, Silicon City
Indore, Madhya Pradesh,
453331

Phone
07999760382

E-mail
vikash9229sharma@gmail.com

Skills

Windows 10
●●●●● Excellent

Microsoft Office Specialist (MOS) Expert
●●●●○ Very Good

VBScript
●●●●○ Very Good

.Net development
●●●●○ Very Good

Proficient in python programming
●●●●○ Very Good

Numpy Expertise
●●●●○ Very Good

Java programming
●●●●○ Very Good

MySql
●●●●○ Very Good

Languages

Spanish
●●○○○ Intermediate

French
●○○○○ Novice

English
●●●●○ Superior