

ISHWAR

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Objective

As a highly motivated graduate with a keen interest and specialized knowledge in computer application, I am eager to secure a full-time position in the field of technology, where I can utilize my technical skills in software to drive innovation and contribute to the success of the organization. Eager to collaborate with a team of passionate professionals and further enhance my expertise in emerging technologies.

Experience

- ONGC Videsh Limited** 05/07/2021 - 04/07/2022
Apprenticeship
The certificate of one year apprenticeship as an IT apprentice from ONGC(Oil and Natural Gas Corporation).
 - Experienced in providing first-level technical support and troubleshooting for diverse software and hardware issues.
 - Adept at resolving user queries efficiently through phone, email, and chat, ensuring high customer satisfaction.
 - Strong understanding of ticketing systems (Zendesk, ServiceNow, Jira Service Desk) for logging, tracking, and escalating incidents.
 - Proficient in Windows and macOS operating systems, Microsoft Office Suite, and common web browsers.

Additional Information

Gate(Graduate Aptitude Test in Engineering)
Gate Subject :- Computer Science(CS).

- I took a break from my professional life in 2022 and fully focused on preparing for the gate exam. Although I passed the gate exam but, my rank is not as high as it is for IITs and PSUs.
- I have a gap in my professional life due to that reason.

Education

- GBSS School** 2017
Higher Secondary
- Sir C.V Raman ITI** 2019
Computer operator and programming assistant
- Delhi University** 2020
Bachelor of Arts(BA Prog.)
- IGNOU** 2024
Bachelor of Computer Application(BCA)

Skills

- Diploma in Computer Application(NIIT) : Ms Office, My SQL, Programming language.
- Certificate in Web Developer(NIIT) : HTML, CSS, JavaScript and jQuery.
- Database Management : Understanding of MySQL database system.
- Programming Languages : Proficiency in language C.
- Problem-solving : Ability to analyze complex problems and develop solutions.

Languages

- English
- Hindi