



JAY ITKAL

TECHNICAL SUPPORT ENGINEER

CONTACT

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📍 Pune, Maharashtra

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TECHNICAL SKILLS

- OS
- Networking
- Linux
- SQL
- Shell Scripting
- JavaScript | Reveal.js
- HTML | CSS

CUSTOMER SERVICE SKILLS

- Technical assistance
- Problem Solving
- Critical Thinking
- Attentive

SOFT SKILLS

- Proactive
- Time Management
- Decision Making
- Team Player

CERTIFICATIONS

- BAJA Competition
- Zoom Marathon Challenge

LANGUAGE

Telugu | English | Hindi | Marathi

INTEREST

Travelling | Photography

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PROFESSIONAL PROFILE

An aspiring Technical Support Engineer looking for a job opportunity as a technical engineer to resolve customer queries related to both software as well as hardware fields. Proficient in troubleshooting and resolving technical issues, with a strong desire to learn and one's skills. Excellent communication and customer service skills, with the ability to work in teams.

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EDUCATION

Technical Support Engineering (Full-Time)

Masai School, Bengaluru, KA
Jul 2022 - Apr 2023

Bachelor of Engineering In Mechanical Engineering

Savitribai Phule University, Pune, MH
Jun 2014 - May 2017

Higher Secondary Education

SNBP College, Pune, MH
Jun 2012 - Mar 2014

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PROJECTS

Gitlab Onboarding

- GitLab customer onboarding is a process that guides new customers in setting up and using GitLab's software.
- **Tech stack used:-** HTML | CSS | Reveal.js
- **Features:-** Creation of Workspace of Gitlab.
- **Areas of Responsibility:-** Worked on Coding for building slides.
- This was a collaborative project developed within 2 days, with a team of 2 members.

JEFIT Website Clone

- JEFIT is a fitness app that provides customized workout plans, progress tracking, and a large exercise library with instructional videos, aimed at helping users achieve their fitness goals.
- **Tech stack used:-** HTML | CSS | JavaScript
- **Features:-**
 - Homepage
 - signup | login
 - order | payment
- **Areas of Responsibility:-** Created the exercise page with API Integration.
- This was a collaborative project developed within 6 days, with a team of 5 members.