

Name: Devanshi Desai

Email: devanshid31@gmail.com

Contact No: 8291235229

CAREER OBJECTIVE

To work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills which would enable me to grow while fulfilling organizational goals.

EDUCATION QUALIFICATION

Qualification	Board/University	Year	Percentage (aggregate)
BE (IT)	Mumbai University	2015-2016	69.90 %
Diploma in computer technology	Mumbai University	2011-2012	79.68%
s.s.c	Mumbai University	2008 -2009	81.69%

SOFTWARE SKILLS

Operating Systems : Windows 7, 8, 10
Testing Tools : UFT, Selenium,TestLink,Bugzilla,ALM
Language : C, Java
Databases : SQL Server 2008, Oracle
Web Technologies : HTML, XML, JavaScript ,Jquery ,Bootstrap
Documentation : MS Office, Open Office

PROFESSIONAL CERTIFICATION:

MYSQL & PHP PROGRAMMING at MTNL

(center for excellence in telecom technology & management)

EXPIRIENCE :

Job Role: Technical support Engineer

Company name : Dell

KEY RESPONSIBILITIES:

- Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users of dell laptops and PCs
- Troubleshooting for faulty hardware parts in the system
- Provide thorough support and problem resolution for customers

AREAS OF STRENGTHS:

>Good Communication Skills

> Self-motivated and Assertive

>Decision making skills

>Goal oriented: results achiever, Meeting deadlines

PERSONAL PROFILE :

NAME	: Devanshi Jayesh Desai
DATE OF BIRTH	: 28th October 1993
GENDER	: Female
LANGUAGES KNOWN	: English , Hindi, Marathi & Gujrati
PERMANENT ADDRESS	: B/16 Priti Sangam, Saibaba nagar , Borivali(w),Mumbai 40092
MARITAL STATUS	: Single
NATIONALITY/RELIGION	: Indian / hindu
INTEREST & HOBBIES	: Dancing , Cooking ,Photography

DECLARATION:

I hereby declare that the above mentioned details are true to the best of my knowledge

Place :Mumbai

Devanshi Desai

