NEHA BISHT

Technical Support Executive

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Technical Support Executive with 1 years of experience in troubleshooting technical issues and providing excellent customer service. Successfully resolved customer queries and coordinated with internal teams to ensure prompt solutions. Proficient in CORE JAVA, Html, and CSS . Eager to leverage technical skills and problem-solving abilities to contribute effectively as a Technical Support Engineer.

EDUCATION

Dev Bhoomi Uttarakhand University

Bachelor's Degree in Computer Application
2021 – 2024

Hind Public School

Secondary Education
2020

SKILLS

- Core Java
- MS Software
- Technical support
- Help Desk
- Troubleshooting
- CSS
- Customer Service
- Html
- JavaScript

CERTIFICATIONS

- NASSCOM Python Fundamental and Programming
- Acmegrade Web Development Certificate
- Udyansh Human Resource Certificate (Non-Profit Organisation)
- Fundamental of Digital Marketing Certificate (Google)

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

PROFESSIONAL EXPERIENCE

Technical Support Executive

Sarvaga Technologies LLP | July 2023 - July 2024

- Multi-Channel Support: Responded to customer inquiries via email, phone, and live chat, providing personalized support and resolving issues efficiently.
- Technical Troubleshooting: Diagnosed and resolved complex technical issues, delivering effective solutions that met or exceeded customer expectations.
- Exceptional Customer Experience: Demonstrated outstanding customer service skills, showcasing empathy, professionalism, and a customer-centric approach in every interaction.
- Proactive Problem-Solving: Took ownership of unresolved cases, collaborating with internal teams to drive prompt resolutions and ensuring seamless customer experiences.

PROJECTS

School Management System

- School management software allow schools to digitally monitor the daily activities along with managing all the resources and information on a single platform.
- We implement this project using HTML, CSS, and JavaScript.
- It is an interactive platform that provides information about the school, its faculty, courses, events, and other relevant details.

Music Player

- Layout adjustments for responsiveness   stylized buttons.
- Various DOM elements selected using document.querySelector.
- Track index, play state, and random play state are managed using variables