POULAMI MUKHERJEE

SUPPORT EXECUTIVE

CONTACT

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SKILLS

REACT.JS, REDUX

JavaScript, C

HTML, CSS

MS - Office

CERTIFICATION IN

- REACT JS

- Web-Design

EDUCATION

Bachelor of Technology in Electrical
JIS College of Engineering
2015 - 2018   with 7.8

Diploma in Electrical
Saroj Mohan Institute of Technology
2012 - 2015   with 73%

Higher Secondary
Sridher Bansidher High School
2010 - 2012   with 53%

Secondary
Nawabganj Balika Vidyalaya
2005 - 2010   with 63%

LANGUAGES

Bengali ▬▬▬▬▬▬▬▬▬▬

English ▬▬▬▬▬▬▬▬

Hindi ▬▬▬▬▬▬▬▬

PERSONAL STATEMENT

A skilled Support Executive seeking a suitable job position in a firm to build a long-term career by investing the best of my technical knowledge & and educational qualifications and to serve the organization with an outstanding output. I would like to be professional toward the organization and to work where my skills will be useful and ready to accept all challenges and work hard towards achieving goals with new techniques. Friendly and approachable with excellent interpersonal and customer relation skills.

PREPARED WEBSITE USING REACT.JS

- E-Pizza: A E-Commerce website based on HTML, CSS, JavaScript, JQuery, React, Redux, JSON-Server.
  GIT Link: https://github.com/Poulami2603/Pizza-Ecom.git

- OneStepLiquor: A E-Commerce website based on HTML, CSS, JavaScript, JQuery, React, and Redux.
  GIT Link: https://github.com/Poulami2603/Liquor-Ecom.git

- Photo Album: Website based on HTML, React-MUI, React, Redux, JSON-Server.
  GIT Link: https://github.com/Poulami2603/Photo-album.git

WORK EXPERIENCE

Support Executive

Embee Software Pvt Ltd   Nov 2021 - Feb 2023

- Providing technical support and assistance to our users and customers as per operational requirements.
- Interact with customers by phone to provide resolutions for their technical problems related to software and
- hardware issues to help them get back up and running smoothly again.
- The assignment is handled accurately without breaching the SLA matrix above 99% of the time.
- All the operational Reports, Monthly Roaster & Presentations preparation and sent to the team in a timely with proper manner.
- Handling Operational Mails and escalations.
- Execute diligence as per the defined process and guidelines.
- Meet with the team Leader regularly to assess personal performance and to plan initiative improvement.

Projects & Attended Tranning & Seminers

- Project 1: Auto Detection of Track Defect by Signal Changing System
- Project 2: Smart Office
- Smart system in Energy, Control, and Instrumentation (organized by JIS College of Engineering)
- Application of Solar and Wind Energy (organized by JIS College of Engineering)
- Bakreswar Thermal Power Project, WBPDCL (10 Oct 2014 to 1 Nov 2014)
- Metal & Steel Factory, Indian Ordnance Factory, Ishapore (9 Jan 2017 to 21 Jan 2017)
- Calcutta Electric Supply Corporation Limited (3 Jul 2017 to 15 Jul 2017)