



**HIMANI AWADHIYA**

Technical Support Executive seeking roles in Technical Support, Customer Management, Client Handling, Escalation Management, Agile Methodology, Software Development Life Cycle, Software Testing, HTML, CSS, Javascript

Current Location: Hyderabad / Secunderabad

Pref. Location: Pune, Hyderabad, Bhopal

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: agile methodology, software development life cycle, software testing, html, css, javascript, escalation management, technical support executive, customer management, Client Handling

Verified : Phone Number | Email - id

Total Experience: 3 Year(s) 0 Month(s)

Highest Degree:

Last Active: 20-Jan-21

Last Modified: 20-Jan-21

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## Summary

Result-oriented Professional with 3 years of experience in Technical Support, Customer Management, Client Handling, Escalation Management, Agile Methodology, Software Development Life Cycle, Software Testing, HTML, CSS, Javascript

## Work Experience

**Knoah Solution Pvt Ltd** as Technical Support Executive  
Nov 2019 to Aug 2020

- \* Provide through support and problem resolution for customers.
- \* Maintain composure and patience in face of difficult customer situations.
- \* Displayed courtesy and strong interpersonal skills with all customers interaction.
- \* Assisted customers with technical issues via live chat, email.

**Ninthmotion Pvt Ltd.** as Quality analyst  
Feb 2017 to May 2019

- \* Having 2.2 years hands on experience in Software Testing.
- \* Experience in executing Test Cases manually to test the application functionality against the requirements.
- \* Having Good knowledge towards the Software Requirement Specification and identifying the required Test Scenarios.
- \* Having Good exposure to the Software Development Life Cycle (SDLC), Waterfall Model and Agile Model Methodology.
- \* Having good interpersonal skills, Communication skills and Zeal to learn new technologies.
- \* Having experience in handling multiple modules of a project and managing the work within the timeliness assigned.
- \* Part of website development team for the organization.
- \* Created modular, responsive templates using CSS techniques and JavaScript libraries.

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## Education

UG: **B.Tech/B.E. (Electronics/Telecommunication)** from **Manoharbai Patel Institute of Engineering and Technology College** in 2016

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## IT Skills

Skill Name	Version	Last Used	Experience
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### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Skill Name	Version	Last Used	Experience
HTML, CSS, JAVASCRIPT			
Web Driver			
SALESFORCE			
WINDOWS FAMILY			

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Languages Known

Language	Proficiency	Read	Write	Speak
hindi	Expert	✓	✓	✓
english	Proficient	✓	✓	✓

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Affirmative Action

Category: **General**  
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**  
Employment Status: **Full time**

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