



RESHMA KOHAD



System Support Engineer seeking roles in Software Testing, Software Development, System Administration, Technical Support, Application Development, Escalation Management, Software Debugging, Software Engineering, requirement analysis, Service Delivery

Current Location: Gurgaon
Pref. Location: Faridabad, Gurgaon, Karnal
Functional Area: IT Software - Application Programming / Maintenance
Role: System Admin
Industry: IT-Software/Software Services
Marital Status: Married
Total Experience: 0 Year(s) 0 Month(s)
Notice Period: 1 Month
Highest Degree: M.Tech [Computers]
Key Skills: System Support Engineer, System Admin, Software Testing, Software Development, System Administration, Technical Support, Application Development, Escalation Management, Software Debugging, Software Engineering, requirement analysis, Service Delivery
Verified: Phone Number | Email - id

Last Active: 18-Jan-21 Last Modified: 18-Jan-21

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Summary

- * A dedicated IT professional with overall experience of nearly 3 years including experience of 7 months in Technical Support & System Administration; previously associated with ADI Global Distribution, Gurugram as System Support Engineer
- * Experienced in providing Technical Support & Assistance while ensuring maximum customer satisfaction and achieving delivery & quality service norms
- * Insightful understanding of Software Engineering, Mobile Computing, Application Development and Software Testing
- * Familiar with the concept of Software Development Lifecycle (SDLC) using Agile methodologies right from requirement analysis, documentation (functional specifications, technical design), prototyping, proof of concept, coding and testing (preparation of test cases along with implementation) to maintenance of proposed applications
- * Capable of participating in test case/plan preparation, test design & execution and review of results; gathering and analysing data in support of use cases

Work Experience

ADI Global Distribution as System Support Engineer
Nov 2019 to May 2020

Highlights:

- * Took ownership of customer issues reported and reviewed problems through to resolution
- * Followed standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- * Attended technical discussion sessions within the Support Team and discussed the emerging & trending issues
- * Provided technical support for troubleshooting issues effectively while ensuring minimum downtime & maximum availability of network

Kendriya Vidyalaya, as Computer Instructor
Apr 2017 to Feb 2018

Priyadarshini College of Engineering as Assistant Professor
Jun 2015 to May 2016

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Education

UG: **B.Tech/B.E. (Computer Engineering)** from **B.C.Y.R.C.S., Umred College of Engineering, Nagpur, Nagpur University** in 2011

PG: **M.Tech (Computers)** from **G.H. Raison Academy of Engineering, Nagpur, Nagpur University** in 2015

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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.

IT Skills

Skill Name	Version	Last Used	Experience
C			
C++			
CORE JAVA			
PHP			
Python			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Marathi				

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Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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