

ANKITA

Muzaffarpur, Bihar

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Detail-oriented, organized and meticulous employee who is well-versed in assisting users with diverse computer systems, mobile devices and other peripheral equipments related problems. More than three years of experience as a GEA and TSA while working at fast pace to meet tight deadlines while fixing concerns effectively and contributing to company success.

EMPLOYMENT DETAILS

- **Senior Operations Representative** (Concentrix, January 2022 – May 2022)
 - Served as full-stack developer and subject matter expert to peer-train associates.
 - Assisted in analysis of problems occurring on the work floor.
 - Demonstrated the ability to adapt to changing work duties and additional responsibilities, learning quickly and efficiently.
 - Trained other employees in following proper procedures and policies, assisting them in becoming more productive.
- **Technical Support Associate** (Tech Mahindra Ltd, February 2020 – December 2021)
 - Troubleshooted technical issues and supported the roll-out of new features on the web application.
 - Troubleshooted technical issues and supported the roll-out of new features on the mobile application.
 - Provided support and worked on reducing response time for support tickets.
 - Provided accurate and timely feedbacks.
 - Tested and evaluated new features.
 - Often served as the final decision maker.
 - Followed up with the clients to ensure the problem is resolved.
- **Graduate Engineer Apprentice** (ITR, DRDO, February 2019 – February 2020)
 - Efficiently designed and developed a software based RSP.
 - Effectively worked on designing and developing PA and COU.
 - Worked in the LabVIEW programming environment.
 - Proficiently revised control of softwares that were being developed.
 - Tested prototypes and production systems.
 - Adhered to company directives and best practices related to interfacing and protecting company's intellectual properties.
- **PCB Designer** (Sahasra Electronics Pvt. Ltd, January 2018 – June 2018)
 - Assisted in designing and developing of PCBs.
 - Prepared documents for PCB assembly.
 - Designed layouts to develop high-speed and reliable circuits.
 - Worked on digital and analog designs.
 - Analyzed and resolved various design related issues.
 - Provided support to PCB engineering teams.

LANGUAGES AND TECHNOLOGIES

- **Programming Languages** : PHP, JavaScript(ES6), HTML, SQL, CSS, Bootstrap
- **Operating Systems** : Windows, Linux, MacOS
- **Database** : MySQL, Redis, Oracle, MariaDb
- **Frameworks and Tools** : NodeJS, ReactJS, Xampp, Angular, AWebServer
- **Others** : MERN, DBMS, Object Oriented Programming, Data Structures, LabVIEW, AWS, GitHub, Laravel, WordPress

EDUCATION

- **Banasthali Vidyapith, Rajasthan (June 2104 – July 2018)**
 - B.Tech in Electrical and Electronics Engineering : 57.80% = 6.08 CGPA
- **MBBL Inter College, Bihar (June 2011 – February 2013)**
 - Senior Secondary School Examination (BSEB) : 75.80%
- **Doon Senior Secondary School, Bihar (June 2010 – May 2011)**
 - Secondary School Examination (CBSE) : 9.4/10 CGPA

ACHIEVEMENTS AND CERTIFICATIONS

- WEB Development Certification from Internshala trainings.
- Advanced Networking Certification from Banasthali Vidyapith.
- Certified NSS member.
- Coordinator of annual fests of my college.