

JUHI SHIVHARE

Gwalior (M.P)

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OBJECTIVE

Obtain a challenging leadership position applying creative problem solving and lean management skills with a growing company to achieve optimum utilization of its resources and maximum profits.

EXPERIENCE

CIN7 PVT LTD.

01/08/2022

Technical Support Specialist
Currently Working

Roles and Responsibilities -

Provides technical support identifying, investigating, and resolving users problems with the product.

- Applies knowledge of the product and procedures to solve problems.
- Collaborates with other staff to research and resolve problems.
- Collaborates with systems and network administrators to explain errors and/or recommend modifications in the product.
- Solve Client Queries they have related to the product
- Maintains knowledge of technology innovations and trends.
- Support Clients Queries through the chat management System.
- Check the API calls that runs to troubleshoot the case and find the Request code Access.
- Use the Ticket Management System for reporting the issue to the Escalated team.
- Use Zoom meeting, Google Meet, Slack and Hubspot tool for the client Communication.

UBITECH SOLUTIONS PVT LTD.

06/01/2020 - 30/07/2022

Senior Product Support Analyst

Roles And Responsibilities

- Respond to system inquiries and troubleshoot reported issues, provide ongoing technical and user support.
- Track system issues and resolution by technical teams.
- Provide process/system support, develop and maintain functional user documentation.
- Build strong relationships through deep problem understanding, ensuring timely resolution or escalation, and communicating promptly on progress.
- Design and implement testing plans for products
- Identify procedures and scenarios for the quality control of products and services
- Process product reviews and inform the development team of defects and errors
- Communicate quantitative and qualitative findings from test results to the development team
- Monitor efforts to resolve product issues and track progress
- Ensure that the final product satisfies the product requirements and meet end-user expectations
- Spot areas for improvement to enhance the product's efficiency
- Research the current market for similar products and compare results
- Write Basic SQL queries to implement test cases.

EPIC RESEARCH

18/05/2019 - 07/09/2019

Support Analyst

Roles And Responsibilities

- Take ownership of customer issues reported and see problems through to resolution
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Provide prompt and accurate feedback to customers
- Ensure proper recording and closure of all issues
- Prepare accurate and timely reports

TOTAL EXPERIENCE

3.5 Years

EDUCATION

BLOSSOM CONVENT HIGHER SECONDARY SCHOOL

2012

10th Standard
Grades - **Grades 6.3**

BLOSSOM CONVENT HIGHER SECONDARY SCHOOL

2014

12th Standard
Grades - **Grades 6.5**

INSTITUTE OF PROFESSIONAL STUDIES

2015-2019

SKILLS

Communication
Leadership
Team Management
Demonstration

Technical Skills -
Quality Assurance
Manual Testing
Sql Queries
Testing APi Calls
SaaS
Troubleshoot Cases using tools
Basic HTML,CSS ,

TOOLS USED FOR TROUBLESHOOTING

Kibana Tool
Jira Tool
Tapas Tool
Postman
Notepad++
Hubspot for Ticket Management

INTERESTS

Dance and Sketching

LANGUAGE

Known Languages

English And Hindi

ACHIEVEMENTS & AWARDS

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Announced as The best Demonstrator of the Product
