**Reshma Noorislam Ansari**

**Mo : 9725843847**

**Email : ansari.resh1991@gmail.com**



**Objective**

Personable and knowledgeable Technical support engineer with over 3.5 years of experience assisting customers with various product related issues.

Provided in-depth technical support to clients at a Tier 2 level.

##### **Work Experience**

**Craft Silicon PVT LTD (Jan-2021 to Present)**

Support Engineer Technical Support(L2)

* Coordinated with Level 1 technical support specialists to take over calls outside their level of support.
* Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length.
* Escalated support desk tickets to Level 3 in the most crucial circumstances and after considerable time had been spent on a single ticket.
* Onboarded and trained all incoming junior tech support specialists.

**Acute Informatics Pvt Ltd (July-2018 to Jan-2021)**

Support Engineer

* Provided technical support to end-users, handle problem, diagnosis, resolution, and escalation via helpdesk system, telephone, and remote support tools.
* Resolve client issue and application error through front end and database level
* Analyze user requirements and Convert Requirements to new devlopement
* Learning about new version change in application and new technologies
* Taking training sessions of new employees

**Jadeblue Lifestyle India limited (December 2016 – June 2018)**

Computer Operator

* Handling Dispatching and admin work.

**Technical skills**

* Programming Skills : C, C++, JAVA, ASP.NET With C#
* Database: PL/SQL ,MS Access, hora
* Scripting Languages : HTML , CSS
* MS office ,MS excel, Ms PowerPoint
* Microsoft SQL server

**Education Qualification**

L.J. Institute of Technology Computer Engineering(B.E.)(2009-2013)

**Key skills**

* Excellent customer facing skills.
* Pleasant personality and positive attitude towards customer.
* Self confident and work oriented.
* Excellent written and verbal communication skills
* Good analytical skills.
* Ability to work under pressure.
* Customer service and retention skills
* Ability to explain clearly the technical procedures to customers

**Award**

* Got the Rising star award of the year 2019 (Acute Informatics Pvt Ltd) for highest solved ticket and good performance

**Declaration**

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned information.

Reshma Ansari