Rubi Yadav

Gotri, Vadodara, India
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Professional Summary

Dynamic IT Support professional with 2 years of experience, excelling in troubleshooting and system optimization. Proficient in technical support, resolving 90% of user issues within SLA, and reducing system downtime by 20%. Skilled in Analysis, collaborating with development teams, and enhancing software performance and user experience.

Skills

Technical Skills:

- ➢ Technical Support,
- ➢ System Monitoring,
- ➢ Software Performance,
- ➢ HTML, CSS, Web Technologies

Soft Skills:

- ➢ Problem Solving
- ➢ Strategic Thinking
- ➢ Decision Making
- ➢ Communication
- ➢ Team Collaboration

Languages:

- ➢ English, Hindi, Nepali

Professional Experience

Application Analytics Support Specialist
Patel Processing, Vadodara | May 2023 - Present
- Provided technical support to end users, resolving 90% of reported issues within SLA timelines.
- Monitored system performance, optimized processes, and reduced downtime by 20%.
- Collaborated with development teams to implement long-term solutions.
- Contributed to data analysis and documentation best practices.

Education

Diploma in Computer Engineering
Parul University, Vadodara | 2020 - 2023
- Studied Data Structures, Operating Systems, Web Technologies, Database Management

Systems, and Networking.

Secondary Education (10th Pass)
Lahan Paragon Public School, Lahan | 2020

Projects

International Students Support Platform
- Developed a website offering guidance and resources for international students facing academic, visa, and cultural challenges.

Courses

Web Design Course | Completed Online Bootcamp, 2022

Hobbies

- ✓ Listening to Music
- ✓ Traveling

Languages Known

- ✓ Hindi
- ✓ English
- ✓ Gujarati
- ✓ Maithili
- ✓ Nepali

Personal Strengths

- ✓ Problem Solver
- ✓ Quick Learner
- ✓ Strong Analytical Skills
- ✓ Adaptable to New Environments
- ✓ Team Player
- ✓ Good Communication Skills
- ✓ Self-Motivated and Results-Oriented