AKSHAY SADAMATE

9730796882   akshaysadamatedeveloper@gmail.com   https://github.com/Sadamateakshay

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CAREER OBJECTIVE

Results-driven **Technical Support Specialist** with expertise in **troubleshooting, manual testing, and online examination support**. Seeking an opportunity to apply my technical skills and problem-solving abilities to contribute to a company's success while continuously enhancing my knowledge in **Java, MySQL, Angular, and software support**.

EDUCATION

Bachelor of Engineering (B.E.) – Aeronautical Engineering

Annasaheb Dange College of Engineering and Technology, Ashta | **2019**

EXPERIENCE

Technical Support Specialist

Winner Software Pvt. Ltd. | **March 2024 – Present**

- Provided **technical support** for an online examination platform, troubleshooting software-related issues via **chat, email, and phone**.
- Developed a **strong understanding** of the platform's features, ensuring seamless user assistance.
- **Prioritized & resolved** support tickets efficiently to maintain **high service levels**.
- Communicated complex **technical issues** in a simple manner to non-technical users.
- **Executed manual testing** of the online examination application for software reliability.
- Assisted in **user onboarding & training**, enabling smoother adoption of the platform.
- Analyzed **user feedback & platform usability**, reporting critical issues to the **development team** for continuous improvement.
- Collaborated with **cross-functional teams** to identify and fix software bugs.

TECHNICAL SKILLS

✓ **Programming & Development:** Core Java, Advanced Java, Hibernate, Spring, Spring Boot, MySQL
✓ **Front-End Technologies:** HTML, CSS, Bootstrap, Angular
✓ **Testing & Debugging:** Manual Testing, Software Troubleshooting, Problem-Solving
✓ **Remote Support Tools:** AnyDesk, UltraViewer
✓ **Data & Reporting:** Microsoft Excel, Microsoft Word

OPERATING SYSTEMS

- Windows
- Linux

KEY SKILLS

- **Software Troubleshooting & Problem Solving**
- **Technical Support & Customer Assistance**
- **Manual Testing & Software Validation**
- **Network & OS Installation**
- **Remote Technical Support**
- **Attention to Detail & Critical Thinking**

STRENGTHS

- Strong **work ethic** and ability to work **independently or in a team**
- Quick learner with a **positive attitude toward challenges**
- Ability to **analyze and solve complex technical issues**
- Strong **time management** and multitasking abilities

HOBBIES

- Traveling ✈
- Listening to Music ♪