# Saud Shaikh

## Electronics and Telecommunications (B.E)

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**Saud Shaikh**

Madhuvan Park, C-006, Naya Nagar, Mira road(East), Thane-401107.
Mumbai,Maharashtra.

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## Skills

- ***Programming Skills***

  Trained in HTML, CSS and JavaScript.

- ***Technical skills***

  Knowledge about Domain names, DNS services, Web and Email Hosting, SSL certificates. Configuration of Backup and Security tools like Codeguard & Sitelock

- ***Soft Skills***

  Excellent **Customer Handling** and **Management** skills. Excellent **Written** and **Communication** skills.

- ***Certifications***
  *cPanel Professional Certification (CPP)*
  *cPanel & WHM Administrator Certification (CWA)*

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## Experience

**Epicenter Technologies /** Customer Relationship Associate

JUNE 2018 - NOVEMBER 2018, BHAYANDER (WEST)

Interacted with Customers from United States and Solved their Credit Card and Bank related Queries. Proved to have good Customer handling and Management skills

**Nido Machineries Pvt. Ltd /** Software Developer

JULY 2019 - SEPTEMBER 2019, MUMBAI-400031

Worked on python and node-red to create an IoT device for dimension and weighing system. Also worked on some C# for developing an application in .NET framework. Worked on some frontend designs using Html, Css and Bootstrap.

**Endurance International Global /** Web Solutions Specialist

January 2020 – Present, MUMBAI-400063

Worked for various Wholesale Brands to solve Customer issues related to Domain name, DNS, Web hosting, Email hosting, SSL certificates and Website security products.

Resolved issues via Phone, Chat and Email Support.

Also worked with various team on resolving a complex technical issue which required collaboration from different departments.

Got selected for Hosting Tier 2 Chat support which was solely created to solve complex hosting issues.

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## Education

**Rizvi College of Engineering, Bandra/(** B . E) EXTC

JULY 2015 - MAY 2019, Mumbai .
*-- Last year- 7.32 CGPA. OverAll-6.56 CGPA*

*Royal College , Mira Road / HSC*

JULY 2013 - FEBRUARY 2015, Mumbai.

*-- 64.46%*

**St. Joseph's High School , Mira Road** / SSC

MARCH 2013

*-- 83.64% (Overall) -- 91.60% (Maths and Science)*

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## Projects

- Mini Projects on Li-Fi prototype
- Digital Switch using Arduino Uno.
- Smart Mirror Using Raspberry Pi ( **Internet of Things)**.
- Mobile responsive Online Store using Html & Css.
- Basic Web responsiveness using Javascript.

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## Interested In

Technical Support, Automation, Data Analysis and Frontend Development.