Shiva Kumar Reddy
Technical Support Engineer

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in LinkedIn   ⚙ Github   ➤ Portfolio

Education

Technical Support Engineering (Full Time)
Masai School ⧉
04/2022 – 04/2023 | Bengaluru

B.com (Computers) (Full Time)
Osmania University ⧉
07/2016 – 11/2020 | Hyderabad

Certificates

Zoom Marathon Certification ⧉
It is a Challenge Contest in which we have to record a short video for 26 days without break and that shows perseverance.

freeCodeCamp JavaScript Algorithms and Data Structures ⧉
Developer Certification, representing approximately 300 hours of coursework.

Professional Experience

Content Engineer
Globallogic Technologies ⧉
04/2021 – 03/2022 | Hyderabad, India
worked as content engineer on Wikipedia.
worked on data studio on emoji research.

Interests

Learning New Things | Travelling | Listening to Music

Languages

English | Hindi | Telugu

Profile

a highly motivated tech support engineer with a strong technical background and experience in IT support, helpdesk management, and customer service. My skills include hardware and software troubleshooting, network setup and configuration, and system maintenance. I am a proactive problem solver with excellent communication skills and a commitment to delivering exceptional customer service.

Skills

Tech Skills

Linux | MySQL | Shell Scripting | HTML | CSS | Bootstrap | JavaScript | React JS | Redux | GitHub | Material UI | Chakra UI | Prime react | React Bootstrap

Customer Service Skills

Technical Assistance | Critical Thinking | Responsive | Resolving Issues Promptly

Soft Skills

Team Collaboration | Time Management | Adaptability | Problem Solving Skills | Accountability

Projects

Figma Onboarding: Figma is a collaborative web application for User interface design. Deployed Link ⧉
Features:
- Workspace of Figma
- User Friendly

Tech Stack:
- HTML | CSS | reveal JS

Areas of Responsibility
- Prepared PPT using reveal JS.
- Content searching for presentation.

GitHub ⧉

LifeStyle-Clone : Lifestyle is India's premier fashion destination for the latest trends and hottest styles. Deployed Link Collaborative Project ⧉
Features:
- User authentication
- Different Product Pages
- User-Specific Account
- User-friendly and interactive website

Tech Stack: HTML | CSS | JavaScript | ReactJS

Areas of Responsibility:
- Built the API for the Products page.
- Developed Product Page, Single Product Page, Add to Cart, Deleting functionality.

GitHub ⧉