ANKITHA

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# Career Objective

A graduate in Bachelor of Computer Applications (BCA), currently working as a Tech Support Engineer at UnifyCX, Mangalore, where I apply my problem-solving skills and

passion for technology. Known for being a quick learner, with a constant drive to learn new things and expand my knowledge. Open to exciting opportunities that offer growth,

challenge, and continuous learning.

# Skills

* Strong soft skills including effective communication**,** active listening**,** chat flow handling**,** adaptability, and teamwork.
* Proficient in troubleshooting and problem resolution, with a focus on web and hosting issues.
* Good understanding of domain and hosting management.
* Skilled in Microsoft Office tools: Word, PowerPoint, and Excel.
* Programming languages: C, C++, basic Java, Python, HTML, PHP, VB.NET and experienced with database tools like MYSQL and phpMyAdmin.

# Education

## 2023 BACHELOR OF COMPUTER APPLICATON

Govinda Dasa college, Surathkal. Mangalore University

80.38

2020 **PUC**

Shree Narayana Guru college, Mulki. Karnataka Board University

80%

2018 **SSLC**

Bertrand Russell High School, Baikampady. Karnataka Secondary Education Board 85.28%

## CERTIFICATE COURSE

2021 **Computer Hardware and Networking**

Mangalore University 91.3%

# Experience

## UnifyCX Mangalore : Technical Support Engineer January 2024 - Present

* Provide real-time technical support via live chat, efficiently handling up to three client interactions simultaneously while ensuring high service quality and resolution accuracy.
* Manage DNS configurations and domain-related tasks including domain registration, propagation issues, and nameserver updates.
* Possess in-depth knowledge of web hosting services including WHM, cPanel, email configurations, SSL setup, server-side troubleshooting, and website migration.
* Hands-on experience with popular website building tools such as WordPress, Weebly, and proprietary website builders for guiding clients through design and setup.
* Collaborate with internal teams for resolving complex technical issues and

escalations, while maintaining accurate documentation to support knowledge base growth and enhance team performance.

* Recognized as CSAT topper multiple times; consistently maintained high QA, QC and Average Chat scores by delivering exceptional customer service.
* Successfully met KRA targets and service metrics; ranked among top performers.

# Personal Details

Father’s Name **:** Vishwanath Devadiga Mother’s Name **:** Asha

Date Of Birth **:** 24-10-2002

Gender **:** Female

Nationality **:** Indian

Hobbies **:** Dance, Singing

Languages Known **:** English, Kannada, Hindi, Tulu.

# DECLARATION:

I hereby declare that the information provided above are true to the best of my knowledge and belief.

**PLACE**: Mangalore (Karnataka)