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| Vishal Kumar  [github://vishalhumber,](https://github.com/Vishalhumber) [Linkedin://veshaltiwari](https://www.linkedin.com/in/veshaltiwari/) [Portfolio: vishalhumber.github.io](https://vishalhumber.github.io) | **(705)-770-1871**  **Vishalkkumar07@gmail.com** |
| EXPERIENCE  Gartner— *Sales Technology Specialist*July 2021 - December 2021  * Worked on a project with a project on CRM transformation * IMPACT -> Accomplished to resolve testing issued as measured by 90% by doing a Eisenhower matrix approach * Supporting 5000+ Sales Technology Users * Maintaining and improving the Sales Technology Support knowledge base that outlines the teams evolving responsibilities, support processes, How-To guides etc. which will serve as an invaluable tool for onboarding new team members as well as cross training existing team members. * Supporting IT on project implementations and back-end integration. * Supporting data clean-up exercises for account, contact and opportunity records.  Teleperformance DIBS —TSEDecember 2019 - July 2021  * Provide technical support to Norton LifeLock customers via phone, email, or chat, addressing inquiries, troubleshooting issues, and resolving software-related problems. * Diagnose and resolve antivirus software installation, configuration, and update issues. * Assist customers in managing their accounts, ensuring smooth access to services and resolving billing or subscription-related queries. * Document and track customer interactions and resolutions using a CRM system, ensuring accurate and timely information. * Collaborate with internal teams and escalate complex issues to the appropriate departments for further investigation and resolution.  QUALITY COUNCIL OF INDIA —Management Trainee 2018-2019 PROJECTSCrack Detection App — *Python, ML*  * Built an app that allows to detect cracks from images presented impactful in identifying cracks in roads, structures and lumber  [Humber Event Engagement event](https://employer-engagement-event.vercel.app/" \l "home)[— *JavaScript,Web Development*](https://employer-engagement-event.vercel.app/#home)  * Java Script- Flask, Azure, Docker,Git, Github * Built a website for the event for allowing the prospective clients and students to get to know about event and choose respective projects for the Capstone * Data Collection, Web Development | SKILLS  * **Languages:** Java, Kotlin, Python, C++, Go   **Technologies:** Android, iOS, MERN, Angular, Node, MS Office, MongoDB,Salesforce  **Concepts**: Object Oriented Programming, Functional Programming, Agile, MVVM, MVC, REST API, Cloud -> Azure  **Customer Service:** Technical Support, Troubleshooting, Remote Access and AODA Hobbies  * **Music, Writing and Journaling**  AWARDS  * **IGS Award , Humber College**  LANGUAGES English,Hindi EDUCATIONRajasthan Technical University - *Bachelors in Technology*2012-2016 – Civil Engineering GPA:3.6 IGNOU — *Post Graduate Diploma*2017-2018 - International Business Operations GPA:3.7 Humber College — *Post Graduate Diploma*2021-2023 - Computer Science GPA:4 |