



# ANKIT MANDAWKAR

## TECHNICAL SUPPORT ENGINEER

### Contact

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### Technical Skills

- Operating System
- Networking
- Linux
- SQL
- HTML | CSS | Reveal.js
- JavaScript

### Customer Service Skills

- Communication
- Troubleshooting
- Problem-Solving
- Active Listening
- Empathy
- Attention to details

### Soft Skills

- Adaptability
- Creative Thinking
- Decision making
- Teamwork
- Project Management

### Achievements

- Zoom Marathon-4

### Interests

- Reading Articles
- Playing Cricket

### LANGUAGE

English | Hindi | Marathi

### Profile

Technical support representative adept at resolving complex network issues. Competent in troubleshooting network hardware issues while responding to customer support issues. Seeking a position in a professional organization to work for the betterment of the company and to foster returns.

### Education

#### **Technical Support Engineering (Full-Time)**

Masai School, Bengaluru, KA

April 2022- Present

#### **Master's In Political Science**

Pune University, Pune, MH

August 2019-August 2021

### Projects

#### **FIREBASE**

Firebase is an app development platform that helps you build and grow apps and games.

##### **Features:**

Attractive presentation showing onboarding processes.

**Tech Stack :** Reveal.JS | HTML | CSS

##### **Areas of Responsibility:**

- Handled content creation
- Prepared presentation

This was a collaborative project developed within one day, with a team of 2 members.

#### **BEST-BUY-CLONE**

Best Buy Co. Inc. is an American multinational consumer electronics retailer website.

##### **Features:**

- Login , sign-up , Add to cart, Contact
- Navbar, Footer, Gift page, payment page

**Tech Stack :** HTML | CSS | JavaScript

##### **Areas of Responsibility:**

- Prepared Gift page | support page
- Integrated all the pages with each other

This was a collaborative project developed within five day, with a team of 5 members.