

PROFILE SUMMARY

Dedicated Technical Support Specialist with over 2 years of experience in troubleshooting systems and providing customer service. Skilled in HTML, CSS, and JavaScript, with familiarity in Google Ads products. Certified in web development, demonstrating practical project experience. Excellent communicator, committed to enhancing user satisfaction

PROFESSIONAL EXPERIENCE

Amazon Development Centre India Private Limited (6 Months Contractual Position)

Role: Customer Service Associate Duration: July 2023 - December 2023

- Provided end-to-end support for customers, troubleshooting technical issues through phone, email, and chat
- Delivered high-quality customer service by efficiently resolving inquiries and providing assistance to customers
- Collaborated with team members to improve customer experience
- Ensured clear communication with customers in international settings, maintaining high levels of satisfaction

SRK Institute of Technology Vijayawada (33 Months)

Role: Technical Lab Assistant Duration: July 2018 – October 2019 & January 2022 – July 2023

- Installed and updated software and hardware systems
- Conducted electrical-related work in the institute’s electrical labs, maintaining and troubleshooting laboratory equipment.
- Provided technical support for systems and laptops, applying effective troubleshooting techniques to address hardware and software issues promptly.
- Developed and maintained technical documentation, including SOPs and method statements, to ensure compliance with industry standards.
- Assisted faculty and students in hands-on projects, providing technical guidance and support
- Developed training materials and presentations for lab usage
- Prepared purchase orders, salary statements, Monthly-syllabus, attendance reports, and performed result analysis using Microsoft Excel and Office tools

PRACTICED PROJECTS

Responsive Web Page Design

1. Created a responsive web page showcasing various tourist destinations in India using HTML, CSS, and JavaScript. The project highlights key information about each location, including images and descriptions.
<https://dariya-dot.github.io/visitingplaces/>
<https://dariya-dot.github.io/trust/>
2. Created a simple calculator using HTML and JavaScript, implementing basic arithmetic functions for user input
<https://dariya-dot.github.io/timer/>

EDUCATION

B. Tech (Electrical and Electronics Engineering) JNTUK University Graduated: 2018

TECHNICAL SKILLS

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- **Technical Skills:** HTML, CSS, JavaScript ,Bootstrap,SQL(basics)
- **Web & Analytics Tools:** Google Ads, AdWords, Google Analytics.
- **Soft Skills:** Excellent written and verbal communication, problem-solving, adaptability, team collaboration
- **Cloud:** AWS
- **Operating Systems:** Windows, Linux

CERTIFICATIONS & TRAINING

- Completed online skilling course on Web Design & Development (NSDC, Skill India Digital Hub)
- AWS Academy Graduate - AWS Academy Cloud Foundations