DARSHANA K

TECHICAL SUPPORT ASSOCIATE

CONTACT

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🏠 Trikaripur,Kasargod (dist),Kerala 671310. (Pin)

SKILLS

- Ms Office,word,Powerpoint
- Basics of c,c++,Java,apex
- Salesforce Adminstration
- Workflow and approval

LANGUAGE

- English
- Malayalam
- Hindi

PROFESSIONAL PROFILE

I am a Computer Science Engineer with a Bachelor's degree and a year of professional experience under my belt.My career journey began at Tech Mahindra in Chennai, India,where I honed my skills as an associate in technical support.

WORK EXPERIENCE

Technical support Associate
Aug 2017- Aug 2018

Work in a fast paced environment to take incoming call from customer,listen then analyze, troubleshoot and resolve technical issues.
•Fact Finding - Gathering information, Preliminary research, investigation.
•RCA and close looping - Standard Closed Looped Corrective Action using Crystal Software.

CERTIFICATION AND COURSE

I persued and completed a certification course in IOS app development.
Additionaly ,I have solid foundation in Asp.NET,having attended an internship 10 days program at the Logic Institute of Technology in Kochi.
Most recently,I expanded my skills set by participating in the Salesforce Virtual Bootcamp 2023 led by Sanjay Gupta Tech School,where I successfully completed a Salesforce admin project focussed on a Recruitment App.

EDUCATION

Bachelor of Engineering (Computer Science)(2013-2017)

Institute - Alvas Institute of Engineering and Technology,Karnataka
University- Visvesvaraya Technological University ,Belagavi
Result - First Class
Year of passing - 2017