



SEEMA KAUSAR

TECHNICAL SUPPORT ENGINEER

I am Seema Kausar who aims to be able to find an exciting and challenging entry level position in a globally reputed company who will continuously motivate and drive me to do my best and improve my skills and abilities in order to be able to assist the company in achieving its company missions and goals.

Contact

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Email

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Address

Jp Nagar 7th phase,Bangalore-
560078,India

Education

2017-2021

BCA, Bangalore University
78.77%

2016-2017

Class XII, Noble School Of Business
58.59"%

SKILLS

- C, C++
- HTML
- MySQL
- MS Excel
- Basic Java
- MS Word, Powerpoint

Language

English

Hindi

Kannada

Experience

○ **2022,Present**
MPHASIS | WHITEFIELD,BANGALORE
TECHNICAL SUPPORT ENGINEER

- Responding to customer enquiries, issues, and requests for technical assistance through various communication channels such as phone, email. Ensuring prompt and effective resolution of customer problems.
- Diagnosing and troubleshooting hardware, software, and network-related issues to identify the root cause of problems. Applying technical knowledge and problem-solving skills to provide solutions or workarounds.
- Logging, tracking, and managing customer issues using a ticketing system . and ensuring timely resolution of issues within defined service level agreements (SLAs).
- Contributing to the organization's knowledge base by documenting common issues, resolutions, and best practices. Sharing knowledge and providing self-help resources for customers and colleagues.
- Collaborating with other teams such as development, quality assurance, and infrastructure to escalate and resolve complex issues. Providing feedback and suggestions for product improvement based on customer feedback and recurring issues.
- Assisting customers remotely by providing step-by-step instructions, remote support, to help them effectively use products or resolve issues. Ensuring high levels of customer satisfaction by delivering exceptional customer service and maintaining a professional and empathetic approach.
- Following organizational policies, procedures, and security protocols.

PROJECTS

● AgroBizz

An E-Commerce site foil Agro products (Academic Project)

Jun 2020 - Nov 2020

Developed an E-commerce site for an Agriculture product-based website, utilizing

PHP, HTML, and CSS for the front-end and JavaScript for both the front-end and backend on Sublime Text 3, Notepad+ +, for the IDE support, with MySQL as DBMS, and XAMPP Apache for the Web hosting Service.

Additional Academics Activities

- National Workshop on Ethical hacking using Kali software, Bangalore university
- Core committee and coordinator of "Literature event", ADHIRA, NSB