KHUSBOO SHARMA

Software Tester, Technical Support

DETAILS

ADDRESS

Uninav Heights, Raj Nagar Extension
Ghaziabad, 201017
India

PHONE

9717411046

EMAIL

sparkynehasharma94@gmail.com

DATE / PLACE OF BIRTH

19 August 1994
Delhi

NATIONALITY

Indian

SKILLS

Java

Software Testing

Technical Support

C++

Oracle

HOBBIES

PROFILE

Young and dynamic B.Tech professional in C.S.E. from J. B. Knowledge Park, Faridabad.

Confident and articulate individual with commended ability to work with others to achieve set outcomes. Ability to rapidly build relationship and set up trust, ready to take up challenges of modern IT industry.

EMPLOYMENT HISTORY

IT Technical Support, Giffy Infotecj Pvt Ltd   Delhi
Sep 2021 — Feb 2023

- Supported the development and testing of new software applications, ensuring a smooth transition to production
- Collaborated with cross-functional teams to identify and resolve customer issues
- Developed scripts to automate customer support processes, resulting in a 15% reduction in manual tasks.
- Developed training materials for new agents and delivered training sessions.

EDUCATION

B.Tech(Computer Science & Engineering) , J.B Knowledge Park Faridabad(Maharishi Dayanand University)   Faridabad
2012 — 2016

Intermediate Science, Sarvodya Kanya Vidalaya no. 2 New Delhi(C.B.S.E)   Delhi
2011 — 2012

High School, Govt. Girls Senior Secondary School, New Delhi(C.B.S.E)   Delhi
2009 — 2010

Social networking
Outing , going to adventurous
places etc.
Listening Punjabi music.

LANGUAGES

English

Hindi

TRAINING

JAVA summer training   Delhi

6 week Summer Training of JAVA from ACCORTIS TECHNOLOGIES PVT.
LTD

PROJECT : JAVA

DECLERATION

I do hereby declare that the above information is true to the best of my
knowledge.