HEENA KAUSAR SHAIKH

Technical support

CONTACT

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EDUCATION

course	Board/university/institute	Marks	Years of passing
MSc Bioinformatics	Solapur University	53.44	2015
BSc	Solapur University	53.72	2014
HSC	Pune	54	2010
SSC	Pune	44.92	2007

MSc Bioinformatics

WORK EXPERIENCE

CSS CORP[technical support]
From June till now

Overrise the daily performance of computer system.
Answer user inquiries regarding computer or mobile application operation to resolve the problems.
Set up equipment for employ use, performs or ensuring proper installation, operation system, or appropriate software.
Install and   perform minor Software,or peripheral equipment, following Installation specifications'.
Maintain records of daily data communication transactions problems.
Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve the problems or to provide technical assistance and support.
Develop training material & procedure, or tarin user in the proper use of software.
Modify & customize commercial program for internal needs.

SKILLS

- Ability to Learn New Software and Hardware.
- Active Listening.
- Adaptability.
- Analysis of Technical Issues.

- Application Support.
- Assessing Customer Support Needs.
- Attention to Detail.
- Case Notes.