

# ARCHANA R



## Contact

### Address:

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### Phone:

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### Email:

achuchikku8@gmail.com

## Languages

English  
Malayalam

## Hobbies

Hearing Music  
Gardening  
Dancing

## Interests

Technical Support  
Software Testing

## Summary

Dedicated Technical Support Engineer to providing software quality care for ultimate client satisfaction. Proven Ability to establish and maintain excellent communication and relationships with clients. Bringing forth the ability to work well with others and utilize my art skills to visually enhance projects.

## Skill Highlights

- Multitasking Skills
- Excellent Customer Service Skill
- Motivated Attitude
- Honesty and Integrity
- Innovative Service-focused
- Teamwork Skills

## Experience

### Technical Support Engineer - 09/2018 to Present

#### EBS Technologies Pvt.Ltd,Kanjiramkulam

- Provided outstanding technical support to clients.
- Responsibilities include resolving network issues, software installations, Software training, solving software issues and using remote desktop connections to provide immediate support.
- Work with senior developer to manage large, complex design projects for corporate clients.
- Carry out quality assurance tests to discover errors and optimize usability.
- Properly escalate unresolved issues to appropriate internal teams (eg: Software developers)
- Document technical knowledge in the form of notes and manuals
- Prioritize and manages several open issues at one time

### Manual Testing Engineer - 09/2019 to Present

#### EBS Technologies Pvt.Ltd,Kanjiramkulam

- 3+ years manual software testing experience
- Experience working in an VB.Net environment
- Document test cases in the form of notes and manuals
- Verifying data from databases
- Software Issue tracking and reporting
- Organizing Testing Plans

## Academic Projects

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### RFID BASED STUDENTS' ATTENDANCE MANAGEMENT SYSTEM

Tracking students' attendance using RFID Tags and students can view their daily attendance by a mobile application

### SEMINAR: AGENT BASED INTELLEAGENT INTERCLOUD RESOURCE ALLOCATION

## Technical Skills

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- Proven work experience as a Technical Support Engineer
- Knowledge in Documentation
- SQL-2014 installation, DB Backup and Restore
- SAP Crystal Report creation in visual studio 2013
- Hands-on experience with windows os environments
- SAP Crystal Report creation in visual studio 2013
- Software Product Testing-Manual

## Personal Details

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Father's Name: George M

DOB: 21/07/1996

Gender: Female

Marital Status: Single

Nationality: Indian

## Declaration

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*"I, Archana R hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge."*

Neyyattinkara

Archana R