

HIMANSHU GARG

TECH SUPPORT ENGINEER



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PROFILE

A driven and adaptable individual with a background in hospitality and passion for technology having experience in customer support and problem-solving, coupled with a diverse skill set seeking an opportunity to provide great customer service experience to company's users

EDUCATION

○ Tech Support Engineering (Full Time)

Masai School, Bengaluru. July 2022 - April 2023

○ Higher Secondary Education

JNJ DAV public school, Gidderbaha (CBSE)
May 2011 - June 2013

EXPERIENCE

RESTURANT OWNER /MANAGER

Night Bite 2017- 2020

- Managed daily operations for 200 to 300 orders per day
- Efficiently managing customer inquiries and reservations while maintaining a friendly and professional demeanor.

PROJECTS



FIREBASE ONBOARDING PROCESS

Collabotative project completed in 2 days  

Onboarding process of firebase with an interactive presentation made with Reveal.js

○ Tech-Stack: HTML,CSS, REVEAL.JS

○ Features: SLIDES, ANIMATION



AIRTABLE WEBSITE CLONE

Indivual Project cpmpleted in 5 days  

Airtable is a cloud collaboration platform for building collaborative applications.

○ Tech-Stack: HTML,CSS, JAVASCRIPT

○ Features: HOMEPAGE, AUTHENTICATION, DROPDOWN

TECHNICAL SKILLS

- MySQL BasicMongoDB
- Linux Terminal operations
- Shell Scripting
- OS Skills
- Javascript

CUSTOMER SERVICE SKILLS

- Good Speaking Skills
- Empathy
- Patience
- Effective Listening
- Attentiveness

SOFT SKILLS

- Ability to Work in a Team
- Effective Time Management
- Customer Support
- Compassionate & Empathetic
- Strong Communication