



SAHIL

TECHNICAL SUPPORT ENGINEER

S U M M A R Y

Aspiring Technical Support Engineer with the passion to research, diagnose, troubleshoot, and resolve customer issues in an accurate and timely manner. Knowledge on working with different systems, software, and hardware and following standard procedures to escalate unresolved issues to appropriate internal departments. Flexible and adaptable in a fast-paced environment.

C O N T A C T



Rewari, Haryana



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iamsahilydv



iamsahilydv

T E C H N I C A L S K I L L S

- Linux Command
- TroubleShoot
- Shell Scripting
- MySQL
- JavaScript(ES6)
- HTML5 | CSS3

C U S T O M E R S E R V I C E S K I L L S

- Attention to detail
- Empathy
- Active listening
- Quick resolution
- Problem solving

S O F T S K I L L S

- Communication
- Interpersonal Skill
- Leadership
- Team building

P R O J E C T S

FreshWork



Freshworks is a cloud-based software company that provides businesses with a suite of products to help them manage their customer engagement and support operations.

Features:

- PPT pages for onboarding Customers in Freshwork

Area of Responsibility: Done whole Coding part for making Presentation

Tech Stack : RevealJS, HTML, CSS

A collaborative Project built by 2 members and developed in 2 days

Wrike.com (Clone)



Wrike.com is a cloud-based project management and collaboration software.

Features:

- Able to log in and Signup
- Able to manage Projects.

Area of Responsibility: Making of Homepage, Navbar, footer, and made Admin panel also.

Tech Stack : JavaScript(ES6), React.Redux, ChakraUI, JSON server

A collaborative Project built by 4 members and developed in 5 days

E D U C A T I O N

Technical Support Engineering (Full- Time)

Masai School, Bengaluru

Jan 2022 - Present

Higher Secondary

Suraj School, Rewari

April 2019 - March 2020