

Nidhi Gaday

Technical Support Specialist at Pearson Embanet

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Summary

I am aspiring Front-end Web developer. I am currently working as Technical Support at Pearson Online Services. My job is to assist with web-based programs and platform used by Colleges and Universities throughout North-America. My experience with Pearson is complementing my Web Development abilities. I get first hand understanding of users experience with web interfaces. I have a keen eye on making web page more interactive, user-friendly and fast. I am currently enrolled with Front-End Nano Degree with Udacity. I am working on various projects in the courses. Please go to this link to see some of my work - <http://nidhigaday.github.io/myportfolio/>

Experience

Technical Support Specialist at Pearson Online Learning Services

August 2014 - Present (11 months)

Providing prompt and courteous technical support via phone, email and webforms # Supporting PC's and peripherals, Windows 98 / 2000 / 7 / 8 / NT / XP, MAC OS, Moodle, Blackboard, Angel, Canvas, Desire To Learn, Sakai and Schoology # Troubleshooting issues with Internet browsers and Internet based applications and programs # Provide training to the end-users on software applications with excellent results # Thoroughly troubleshoot all issues to provide a first time resolution to user and gather all relevant data for Tier 2 escalations # Ensure appropriate follow-up actions and communication to the user and internal or appropriate departments # Maintain departmental and client expectations of over 85% by providing excellent customer service satisfaction # Accomplishments # Quick learner, appreciated by Team Leads for noticeable improvement in performance # Received excellent review form Leadership Team of the department # Improved towards excellence and learning everyday in keeping customers satisfaction

IT Support/Community Mobilizer at Social Services Network

April 2012 - February 2014 (1 year 11 months)

Timely resolution of technical problems & maintaining hardware and software # Managed and updated website Accomplishments # Managed and organized files of different events into logical way # Appreciated for helping Senior citizens understand computer and its basic applications # Appreciated for coordinating in World Women's Day at the community center # Assisted Program Manager in regulating and conducting community programs

Technical Support at TCIL

January 2011 - December 2011 (1 year)

Worked in Windows environment, provided Level-1 support. Performed troubleshooting as a single unit of contact on calls and forward Level-2 tickets to appropriate team. # Maintained security and regular system backup. # Documented all processes and saved valuable time in locating any issue. # Investigated clients queries and concerns and provided required suggestions. # Worked with Development team and completed various project deliverable in timely manner. # Appreciated for excellent client and user service.

Software Developer at TCIL

January 2011 - June 2011 (6 months)

Project based software development # Worked under tight deadlines Accomplishments # Pro-actively involved in project work as team member & provided deliverable on time # Developed a software for “Department of Punjab Tourism” using Asp.Net with C#

Personal Tutor at Freelancer

2008 - 2011 (3 years)

Coached the Grade 4-12 students Computers, Maths & Science (Physics & Chemistry) Accomplishments # Outstanding results were achieved by students with 100% passing rate # Motivated student for “can do” attitude and career oriented thinking # Received excellent feedback for parents for improvement in children performance

Certifications

Front-end-foundations

Code School April 2015

JavaScript Road Trip Part 2

Code School March 2015

Languages

English

Hindi

Projects

Technologist Project

December 2013 to Present

Members:Nidhi Gaday, Jay Shah

Frogger Game

April 2014 to Present

Members:Nidhi Gaday

Skills learned: Javascript Object Oriented Programming Canvas HTML5

My Resume

March 2014 to Present

Members:Nidhi Gaday

Build an interactive resume using Javascript and jQuery Skills Learned: Javascript JSON jQuery HTML CSS

Portfolio

April 2014 to Present

Members:Nidhi Gaday

I built this portfolio using HTML and CSS only. I used CSS and media features to make site responsive.

Skills learned and refined: HTML HTML5 CSS CSS3

Volunteer Experience

Coordinator at Social Services Network

March 2013 - Present (2 years 4 months)

Assisted in Teaching basic computer functions and uses to group of people including Senior Citizens

Managed Media files saved on multiple locations, arranged them in easy to retrieve database # Coordinated

for the World Women's Day at Community center # Appreciated for contribution at Community center

Skills & Expertise

Linux

jQuery

HTML

CSS

JavaScript

Java

C++

C

Windows

Microsoft Office

Networking

Databases

Web Services

VMware ESX

LAN/VLAN

Active Directory

Service NOW ticketing system

WordPress

Website Optimization

Responsive Web-development

Troubleshooting

UI

Sublime Text

Github

Bootstrap

Education

Udacity

Front-End Web Developer - NanoDegree, Front-End Web Developement, 2014 - 2015

Activities and Societies: - Project based curriculum - working on HTML and CSS designs - practicing Javascript and Object Oriented Javascript to create web pages - plearning jQuery to append database

Centennial College

Post-Secondary Diploma, Computer System Technology - Networking, 2012 - 2013

Chandigarh Engineering College

Bachelor's degree, Information Technology, 2007 - 2011

Interests

Photography

Courses

Independent Coursework

Intro to HTML and CSS

JavaScript Basics

Intro to jQuery

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[Contact Nidhi on LinkedIn](#)