NISHANT KUMAR

TECHNICAL SUPPORT ENGINEER

Contact

- nishantkmr97@gmail.com
- +91-9534905247
- Bersarai ,New Delhi
- Nishant Kumar
- Nishantkmr97
- Nishant's Portfolio

Technical Skills

- SQL | Reveal.js
- Linux | GitHub
- CSS | HTML
- JavaScript

Customer Service Skills

- Technical Support
- Trouble Shooting
- Active Listening
- Critical Thinking
- Problem Solving

Soft Skills

- Communication
- Adaptability
- Teamwork
- Creative Thinking
- Interpersonal Skills

Interest

- Reading articles
- Exploring technology

Achievement

- Zoom Marathon -3
- Zoom Marathon -4

About Me

A Technical Support Engineer skilled in configuring and maintaining network management tools for enterprise environments. Proficient in software troubleshooting, testing, and defect reduction to improve efficiency. Seeking an opportunity to learn and grow from experienced professionals while contributing to the success of the organization.

Education

Technical Support Engineering (Full-Time)
Masai School , Bengaluru , KA
April/2022 - Present

Bachelor of Engineering in Civil
Aarupadai Veedu Institute of Technology , Chennai, TN
July/2013 - May/2017

Projects

FRESHDESK

Freshdesk is a cloud-based help desk software that enables businesses to manage customer queries and issues through a single, unified platform.

Features
Ticketing made easy , Support across channels
Tech stack   HTML , CSS , Reveal.js
Area of Responsibility
Collaborative ticketing , Reporting and Analytics.

A collaborative project of two members was completed in a day.

ANTHROPOLOGIE-CLONE

Anthropologie is an American clothing retailer with approximately 200 stores across the U.S., Canada, and UK.

Features
- Login, Sign-up
- Navbar, Footer, Product page, payment page
- Add to cart, contact, Searching.

Tech stack   HTML , CSS , JAVASCRIPT
Area of Responsibility   payment page

A collaborative project of four members was completed in 5 days.