



NISHANT KUMAR

TECHNICAL SUPPORT ENGINEER

Contact

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📍 Bersarai ,New Delhi

🌐 Nishant Kumar

🔗 Nishantkmr97

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.