SHIVANI THAKUR
TECHNICAL SUPPORT ENGINEER

- shivanivijaythakur@gmail.com
- +91 8104872655
- Thane ,Maharashtra
- ShivaniThakur
- Shivani Thakur
- Shivani Thakur

PROFESSIONAL SUMMARY

Aspiring Technical Support Engineer, passionate about assisting with knowledge of Linux, SQL, and Shell Scripting .Committed to continuously learning and expanding technical knowledge.Knows the difference between good and outstanding customer service. Seeking to leverage these skills in a challenging organization.

EDUCATION

Technical Support Engineering | Full Time
Masai School, Bengaluru
March 2022 - April 2023

HSC Intermediate
Guru Nanak Jr. College, Mumbai
June 2016 - March 2018

CERTIFICATION

Zoom Marathon Challenge (ZMC)
Masai organizes ZMC where we have to record a video on a topic for 26 days.

LANGUAGES

English | Hindi | Marathi

TECHNICAL SKILLS

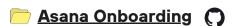Linux | Shell Script | Operating System
HTML | CSS | JavaScript

CUSTOMER SERVICE SKILLS

Active listening | Patience | Empathy
Troubleshooting | Customer support

SOFT SKILLS

Teamwork and Collaboration | Adaptability
Attention to detail | Problem-solving

PROJECTS

📁 Asana Onboarding ○

About - Asana helps your team work together effortlessly. The easiest way to manage team projects and tasks.
Tech stack - HTML | CSS | Javascript
Areas of Responsibility
- Searched content
- Designed presentation

A collaborative project built in 2 days and executed by a team of 2 members.

📁 Apollo.com Clone ◆ ○

About - Apollo.com is an online platform where users can purchase medicines efficiently.
Tech stack - HTML | CSS | Javascript
Features - Consultation, pharmacy, cart, payment and checkout features working.
Areas of Responsibility
- Searched the overall flow of the website.
- Built payment, checkout and banks page.

A collaborative project built in 5 days and executed by a team of 5 members.

INTERESTS

Reading | Travelling
Playing musical instruments