SHIVOM SHIV

TECHNICAL SUPPORT ENGINEER

CONTACT

- ✉ shivomshiv1@gmail.com
- ☎ +91-9798611178
- 📍 Begusarai, Bihar
- shivom5
- in Shivom-shiv
- 🔗 Shivom_Portfolio

TECHNICAL SKILLS

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

CUSTOMER SERVICE SKILLS

- Problem Solving Skills
- Active Listening
- Critical Thinking
- Adaptability

SOFT SKILLS

- Communication
- Interpersonal Skills
- Decision Making
- Teamwork

ACHIEVEMENT

- Zoom Marathon-4

INTEREST

- Programming
- Reading articles
- Exploring technology

PROFESSIONAL SUMMARY

Analytical Technical Support representative adept at resolving complex network issues. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards. Level-headed and calm in a stressful situations with well-developed people skills.

EDUCATION

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

Bachelor of Engineering in Electronics & Telecommunication
North Maharashtra University, MH
May 2014 - May 2018

PROJECTS

FIGMA ◈ ⬤

Features:- Project presentation on the Figma application's onboarding presentation with a deployable link that can be updated on the go.

Tech Stack:- Reveal.js | HTML | CSS.

Area of responsibility:- Researched the content and contributed to the presentation dialogue script.

A collaborative project developed within 2 days, with a team of 3 members

PHARM EASY ◈ ⬤

PharmEasy is an Indian e-pharmacy company that sells medicines, diagnostics and telehealth online.

Features:- Home page | Product page | Labtest page | medicines page | Cart .

Key responsibilities :- Cart page | Order Medicines

Tech stack:- HTML | CSS | JAVASCRIPT

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

TRAINING

BSNL Telephone Exchange- Intern