



# SHIVOM SHIV

## TECHNICAL SUPPORT ENGINEER

### CONTACT

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### TECHNICAL SKILLS

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

### CUSTOMER SERVICE SKILLS

Troubleshooting

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

### SOFT SKILL

- Communication
- Interpersonal Skills
- Decision Making
- Teamwork

### ACHIEVEMENT

- Zoom Marathon-4

### INTEREST

- Programming
- Reading articles
- Exploring technology

### ABOUT ME

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

### PROJECT

#### **FIGMA**



##### **Features**

Project presentation on Figma application's onboarding presentation with deployable link which can be updated on the go.

##### **Tech Stack**

Reveal.js | HTML | CSS.

##### **Area of responsibility**

Researched about the content and contributed in the presentation dialogue script.

Content creation and presentation preparation.

#### **Pharm Easy**



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

##### **Features**

- page, Product page, Labtest page, medicines page.
- Created Home 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