



SHIVOM SHIV

TECHNICAL SUPPORT ENGINEER

CONTACT

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🔗 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 SKILL

- 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. 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