Sindhu Pillai

EDUCATION

BS Computer Engineering, California State University, Fullerton, CA
Embedded Design with Xilinx FPGAs, UCSC Silicon Valley Extension, Santa Clara, CA
UC Berkley Coding Bootcamp -Full Stack Development

TECHNICAL SKILLS

Programming in C++
HTML ,CSS , Javascript
MYSQL, MongooseDB, REACT

Windows OS
Windows Office Suite
Mac OS

WORK EXPERIENCES:

Technical Support Specialist - AppleCare (August 2020-May2021)

As a technical support specialist, I was supporting AppleCare customers calls to resolving issues with devices or services. It was my duty to assure the customer and set right expectations and to help them resolve the issue.

US Specialist -Apple Retail (Feb 2019-Aug 2020)

As a product specialist, it was my responsibility to provide the right solution and right products to customers and thus created an amazing customer experience.

Wireless Team Lead at Target Mobile (Feb 2018- November 2018)
As a wireless team lead, it was my responsibility to lead my team to increase sales and revenue of mobile phones and accessories, digital services and electronic devices including Apple products.