Anjali Suri

Advisor

To secure a challenging position where I can effectively utilize and contribute my skills and abilities to an industry that offers professional growth while being resourceful, innovative and flexible.

✉ anjalisuri26@gmail.com

📱 9999026057

📍 Faridabad, Haryana, India

SKILLS

MS Office Typing

HTML CSS

Front-End Web Development

Team Management

INTERESTS

Art and Design

Playing Badminton

Listening Music

Cooking

Internet Surfing

Making Websites

EDUCATION

Bachelors of Computer Application (BCA)
J.C. Bose University of Science & Technology, YMCA
08/2018 - 07/2021   *9.17 CGPA*

12th CBSE
Kendriya Vidyalaya No.1 Faridabad
04/2017 - 03/2018   *80.70 %*
Stream
□ Commerce with Maths

10th CBSE
Kendriya Vidyalaya No.1 Faridabad
03/2015 - 03/2016   *10 CGPA*

WORK EXPERIENCE

Customer Support Advisor
KocharTech, Gurgaon
09/2021 - Present
Role/ Responsibilites-
□ **Technical Support for Spectra Broadband**
□ Delivered exceptional customer service to grow business, resolve issues and maximize customer experience.
□ Gives Technical Support to customers over calls for their internet issues.
□ Works on backend using tools like Putty, INAS, CRM etc.
□ Router configuration, GPON, OLT, Switch.
□ Coordinates with Field Engineers to resolve issues at customer end.
□ Coordinates with different teams over email to ensure high priority resolution to customers.

CERTIFICATES

TCS NQT 2021 SCORE-76.26%

UDEMY Online Course LEARN WEBSITE DEVELOPMENT ESSENTIALS(HTML,CSS)

UDEMY Online Course MS EXCEL- THE COMPLETE INTRODUCTION TO EXCEL

PERSONAL PROJECTS

Depression Management Website
□ Skills Used- HTML CSS PHP Javascript PhpMyAdmin XAMPP SQL
□ A website on Depression Management which contains all information about depression and also helps user take a quiz to test whether he is suffering from depression or not.