



# VISHAKHA PANWAR

Customer Support  
Engineer

## Contact

**Address**

Pune, India 411057

**Phone**

+91-9997335003

**E-mail**

panwarvishakha31@gmail.c  
om

**LinkedIn**

https://www.linkedin.com/in  
/vishakha-panwar-55a841

## Technical Profile

- Technical Support
- Troubleshooting
- Network Configuration
- Customer Service
- Hardware and Software
- Problem Solving
- Communication
- Knowledge Management
- System Optimization
- Ticketing Systems (Team Work)

1. Freelancing Web Development with 2 years of experience in both frontend and backend web development, primarily using HTML, CSS, JavaScript and PHP.
2. Experienced in all phases of SDLC including Analysis, Design, Coding and Testing.
3. Currently working as Customer Support Engineer at Wisetr Pvt. Ltd. Smart Customer Support Engineer accomplished providing exceptional service and assistance to clients. Enthusiastic professional with strong understanding of all network, communication and security protocols.

## Work Experience

- Wisetr Pvt. Ltd., Delhi (Feb 2021 - Present date)
- Freelancer Web Developer (Aug 2018 - Dec 2020)

## Work History

2021-02 -  
Current

### Customer Support Engineer

*Wisetr Pvt. Ltd, Delhi*

- Used remote diagnostic tools to identify sources of certain customer issues.
- Promoted purchase of service contracts and warranties by detailing benefits of each to customers.
- Took ownership of issues and set proper and realistic expectations to deliver prompt solutions.
- 2.5+ years of experience as Support Engineer in IT and software industries.
- Proficient in troubleshooting hardware and software issues, including network configurations and system optimizations.
- Skilled in providing prompt and effective technical support to end-users and clients.
- Strong communication and interpersonal skills, with commitment to delivering outstanding customer service.
- Demonstrated ability to work independently and as part of team in fast-paced environments.
- Provide first-line technical support to clients via phone, email, and chat, ensuring prompt resolution of issues and excellent customer satisfaction.

## Competencies

Web Based - HTML, CSS,  
JavaScript, PHP

Tools - WordPress, Wix

Platforms - Windows

Database - MSSQL, SQL Lite,  
MySQL

Operating Systems  
(Windows, macOS)

- Collaborate with development and product teams to escalate and prioritize bug fixes and feature requests.
- Conduct remote troubleshooting sessions and assist in system maintenance and upgrades.
- Maintain detailed records of support interactions, issue resolutions, and customer feedback.
- Participate in on-call rotations to address critical issues outside of regular business hours.
- Assisted customers in configuring and troubleshooting software applications, hardware devices, and network connectivity issues.
- Collaborated with QA team to identify, document, and reproduce software defects for resolution.
- Managed knowledge base of support articles and solutions, making it easily accessible to support team and clients.
- Participated in development of user guides and documentation to assist customers in resolving common issues independently.

2018-08 -  
2021-08

### Freelancer Web Developer

*Cromulent Pixels, Dehradun*

- Developed and maintained user documentation to establish product understanding.
- Collaborated with clients to define project requirements and deliverables.
- Implemented user interface designs for web and mobile applications, simplifying digital interaction.
- Designed and implemented new features and enhancements to improve existing applications.
- Trained new team members to apply best coding best practices and proper use of development tools.
- Utilized HTML, CSS and JavaScript programs to create customized websites, enhancing features and aesthetics.
- Optimized websites and mobile applications to achieve maximum performance.
- Negotiated fees and contracts to reach mutually beneficial agreements with clients.
- Analyzed user feedback to gather input and identify areas required for improvement.

- Experience in handling all verbal and written communications between hosting companies, clients, and vendors
- Meeting with prospective clients to review website, and gather client specifications for new or existing websites
- Designing and coding new website for Nursery project using CSS, HTML, and Javascript
- Built designed and maintained website for Justgadgets.in using Wordpress CMS System
- Built, designed and maintained website for shivalikholidaystrip.com using CSS, HTML, Javascript, and PHP
- Built website for comcast.mettl.com using CSS, HTML, and PHP
- Built and maintained website for abufire.com using CSS, HTML, JavaScript, and PHP
- Designing and implementing front-end using HTML5, CSS3, JavaScript, PHP
- Built custom websites using Bootstrap and Wordpress, including custom plug-ins and filters.

---

## Education

---

2016-08 - 2018-07	<b>Masters of Information Technology: IT</b> <i>Graphic Era University - Uttarakhand, India</i>
2013-08 - 2016-07	<b>GNIIT</b> <i>GNIIT - Uttarakhand, India</i>
2013-08 - 2016-06	<b>Bachelor of Commerce: Commerce</b> <i>M.K.P. (P.G.) College - Uttarakhand, India</i>
2023-04 - 2013-06	<b>SSC: Commerce</b> <i>GRD Academy - Uttarakhand, India</i>
2010-04 - 2011-06	<b>HSC</b> <i>St. Mary's Senior Sec. School - Uttarakhand, India</i>