

ANSHIKA SRIVASTAVA

TECHNICAL SUPPORT ENGINEER

Professional Summary

An Aspiring Technical support engineer Possessing excellent communication and troubleshooting skills along with a passion for customer service. Experienced in building and troubleshooting computer systems, networking, and providing technical support. Have a strong work ethic and the ability to quickly learn and apply new technologies and troubleshoot hardware and software issues.

Projects

1.Github Onboarding

GitHub Onboarding is a process used to help new users get started with GitHub.

The project was done with a partner in 2 days

Features:

- Ppt pages for onboarding customers in Github
- Hosting and managing source code and other digital files
- version control and collaboration.

Area of responsibilities:

- Written and designed the content
- Engaged the code.

Tech Stack : Reveal.js | HTML |CSS

2.Bigbasket

Bigbasket is an online grocery delivery service.

It is an individual project, made in 5 days.

Features:

- Login / Signup
- Add to Cart functionality with Product page
- Payment page with Checkout

Tech Stack : JavaScript | HTML | CSS

Education

Technical Support Engineering (Full Time)

Masai School , Bengaluru

July 2022-Present

Bachelor Of Commerce

University of Lucknow

July 2018 - July 2021

Internships

Customer Service

Reliance Jewels

Areas of responsibilities:

- Created customer feedback programs
- Utilized customer service software
- Resolved customer complaints and disputes in a timely.

Human Resources

Aasmaan Foundation

Areas of responsibilities:

- Conducted orientations and onboard new interns
- Maintained employee relations
- Assisted with the recruitment process & screening candidates.



Contact

✉ anshika2001srivastava@gmail.com

☎ +91-7007891051

📍 Lucknow , Uttar Pradesh

🌐 LinkedIn

🔗 GitHub

📁 Portfolio

Technical Skills

- Linux
- SQL
- CRM
- Shell Scripting
- Operating System
- HTML | CSS
- JavaScript

Customer Service

Skills

- Empathy
- Attention to details
- Active Listening
- Troubleshooting
- Conflict Resolution
- Aptitude for technology

Soft Skills

- Communication
- Problem Solving
- Decision Making
- Adaptability
- Team Work

Certifications

- Zoom Marathon Challenge : Masai School
- Google analytics certification : Google
- Marketing Internship : ICICI Academy
- National level quiz on N.B.A : PVPP College of Engineering , Mumbai

Interests

- Volunteer Work
- Watching Vlogs
- Travelling