Pragathi M

Technical Support Engineer

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I have acquired 21 month experience in freedom software solutions as technical support engineer .Personable and knowledgeable IT Software and programming support technician with over 21 month of experience assisting customers with various software related error and issues. Provided in-depth technical support to clients and Designing html and crystal report. Seeking to provide expert technical support to enterprise organizations as the tech support engineer at freedom software solution.

EMPLOYMENT HISTORY

Technical Support Engineer ► Freedom Software Solutions PVT LTD, Banglore   **Feb 2021 - Present**

Actively involving in technical support engineer to completing the assigned tickets coordinate with development . Assisted customers with more difficult technical errors ,issues and doubt solving in erp application and cloud software . developing html web report and designing crystal report for erp software.

EDUCATION

+2 ► Vidya Mandir Higher Secondary School, dharmapuri   **Jun 2015 - Apr 2016**

Electronics and communication Engineering ► Adhiyamaan College of Engineering   **Jun 2016 - Apr 2020**

projects :
• web based tool for predicting the remaining useful life time of aircraft engine. The ultimate aim of our project is to reduce complexity of aircraft Components and ensure the safety and reliabilit**y.**
•equipment leasing web application using.net .

SKILLS

networking | Communication | problem solving | troubleshooting | self handling | team work

TECHNOLOGY:

SQL

sql query executing for an error in erp software

html

Report developing for cloud software

mysql-dream coder

dream coder for backend error solving

crystal report

erp report designing

LANGUAGES

English | tamil