RESUME

SHIVANGI SEN
Computer Science Engineering
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OBJECTIVE

Experienced professional in Technical Support, graduated in B.E CSE from RJIT Gwalior (M.P). A skilled communicator, able to maintain cultural sensitivity, establish rapport with members of diverse groups and promote team cohesiveness along with positive attitude towards learning. Able to work even in stressful environment.

SKILL SET

➢ Second tier monitoring and response for all system & services of SysTools Software.
➢ Worked with US/Uk/Canada/EMEA clients by taking remote access of their machines.
➢ Knowledge about Email Migration, Data Backup & Conversion, Data Recovery Software.
➢ Good command over communication & interpersonal skills.
➢ Team building & leadership skills
➢ Trained on hardware and networking technologies
➢ Meeting the deadlines and given targets
➢ Taking care of the responses to customers and escalating the issues when needed.

Work Experience

Worked as Technical Support Engineer at Systools Software, Delhi (Jul 2019 – Present)

➢ Installation, configuration & troubleshooting OS and Server level Trouble Shooting
➢ Taking care of Client Escalations and following up those cases to resolve under Technical Team
➢ Hardware & Network troubleshooting in the environment of Windows 7, Vista & XP. Win8 window server 2003, Window Server 2008, Server 2012, Mac.
➢ Installation of Application Software and Antivirus and taking care of all updates
➢ Knowledge about OWA and mapping EWS settings to perform conversions.
➢ Providing effective resolution to customer queries related to product and improving relationship with customers by anticipating customer future requirements, thereby ensuring a positive customer feedback.
➢ Experience in web application fundamentals, client deployment of Web/Browser based applications.

Worked as Relationship Officer at Ojasvin Overseas Education, Noida (Feb 2019 – Jul 2019)

➢ My responsibility mainly involves addressing the concerns of students who wants to continue MBBS from abroad.
➢ To guide and help students in selecting the best colleges as per requirement.
➢ Improve the overall customer satisfaction rating of the organization.

EDUCATIONAL QUALIFICATION

Qualification	University/Board	Institute	Year of Passing	Percentage/ Grade
B.E.	RGPV Bhopal	RUSTAMJI INSTITUTE OF TECHNOLOGY	2018	8.10(CGPA) (up to 8th sem)
High Secondary	M.P. Board	S.D.M.S. GWALIOR	2014	87%
High School	M.P. Board	S.D.M.S. GWALIOR	2012	88.5%'

ACADEMIC PROJECTS

➢ Done Project titled **BIG DATA in Banking System** which is a study of research papers on big data in banking system, analysis of customers banking data. On the basis of that analysis, it is the use of big data in banking system, as the analysis of customer's account and provide dynamic Interest rate according to customer's account and balance.

➢ Done Project titled **VNC for ANDROID** which is a VNC server system that can run on an Android Mobile phone and can access its features from a Windows or Linux based system, both systems should be present in the same network.

INDUSTRIAL TRAINING

➢ Training in web designing (HTML, CSS, and BOOTSTRAP) from cloud trains system (Gwalior).
➢ Training in the profile of Android Developer from Fadsan Technology Pvt Ltd.

TECHNICAL SKILL

➢ Programming languages: C ++, Java Core, and Android Basic.
➢ Knowledge about Selenium, Postgre SQL, Test cases etc.
➢ Web Creation Tools: HTML, CSS.
➢ Knowledge about UNIX, Linux operating system.

CAPABILITIES

- ➢ Get along with a team Positive Attitude
- ➢ Hard Work with patience.
- ➢ Efficient in adapting new things.
- ➢ Positive Attitude.
- ➢ Quick Learner.

PERSONAL PROFILE

- ➢ **Father's Name** - Mr Satendra Sen.
- ➢ **Date of Birth** - 10th July 1997.
- ➢ **Gender** - Female.
- ➢ **Marital Status** - Single.
- ➢ **Nationality** - Indian.
- ➢ **Language known** - Hindi and English.
- ➢ **Hobbies** - Dancing, Reading Books, Drawing, Solving problem
  Reading about new technologies in free time.

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

DATE:

PLACE: Delhi   SHIVANGI SEN