

SWATI SHARMA

IT ENGINEER

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EMAIL | sharma02.swati91@gmail.com

LOCATION | New Delhi, INDIA

EXPERIENCE | 6 Years 0 Month

Key Skills

- SQL Queries
- Exchange Administration
- Sharepoint
- Office 365
- Technical Support
- Technical Services
- Product Support
- Inbound Calls
- Inbound Process
- Html
- Css
- C
- MySQL
- Java Fullstack

Certification

- Data Science Training
Valid upto August 2022

Languages

- English
- Hindi

Profile Summary

B.Tech. Graduate|2 years of experience as IT Engineer|Sound understanding of Python, CSS3, JSON, Database, and SQL queries|Capable of Performance Testing, Documentation|1-year experience as a Customer Support Executive(telecom domain)

Work Experience

IT Engineer

Utg pvt ltd

03/2020 - 12/2021

The Job Role and Responsibilities: ??? Designing and installing computer hardware configurations. ??? Installing software and networking systems. ??? Troubleshooting network and software issues. ??? Installing high-level software security systems. ??? Fixing hardware, software, and networking issues. ??? Responding to general IT requests. ??? Filing monthly reports for the IT Manager.

Sr. Operation Executive

Aegis Pvt. Ltd, Bangalore

04/2018 - 03/2020

The Job Role and Responsibilities: 1.Strong Customer Orientation & ability to engage with different types of customers. 2.Adapt at handling Customer Complaints & provide appropriate solutions. 3.Focus on Customer Retention

Student Relationship Specialist

GET MY UNI EDUCATION(INDIA) Pvt.Ltd., Bangalore

04/2017 - 10/2017

The Job Role and Responsibilities: ??? Explain about admission procedures and courses offered to the prospective students and their parents through phone calls, emails and face to face meetings. ??? Support the students throughout the admission process by answering to their queries and helping them to complete the required documents. ??? Maintain the target metrics by converting prospective students into confirmed admission and succeed in achieving the performance goals. ??? Review the student applications for the eligibility and academic qualification. ? Participate in the decision-making process for student admissions based on college policies and guidelines.

Front End Assistant

Pragati Internation School, Kota

12/2015 - 12/2016

The Job Role and Responsibilities: ??? Attending all the incoming calls, responding to them and transferring the call to the appropriate department. ??? Greeting the visitors at the office. Registering their names and contact details. ? Maintenance of important documents, files and records in an organized manner. ? Providing assistance to the heads in the administration department.

Education

B.Tech/B.E. - Computers

2014

govt.women engg.college, ajmer

Grade - 70%

Projects

Online Hostel Management

31 Days

It is a system for managing the hostel activities. It helps the Admin to manage:-Students Record, Staff record, Mess bill, Allotting room && Generating Student report

Image Retouching

120 Days

Image Retouching

Online Examination Portal

181 Days

This Project is Based Upon asp.net technology an Online Examination System (OES) was developed that prouder Multiple Choice Questions (MCQ) based examination system that provides an easy to use environment for both Test Conductors and Students appearing for Examination. Users of the OES are classified into three categories: Administrators, Test Conductors and Students. Administrators are responsible for the Management of system users, subjects, tests, questions, results, system backup and recovery ,etc. Test conductors are responsible for preparing subjects, tests and questions. Students are the candidates appearing for the Examination.

MAIL SERVER

61 Days

This Project is Based Upon asp.net technology and is very useful as a viable mail transfer agent in the organization.The user provides an Id and password through which he/she can login.Also the user receives email from local users and Remote Senders and also forwards e-mail for delivery.

SOCIAL NETWORKING SITE

61 Days

Manage individual's profile, post text , audio , video, send and accept friend requests, can see post of friends .