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|  | **Kunal Sharma**  [kunalsharma0874@gmail.com](mailto:kunalsharma0874@gmail.com)  249/4, Nehru Nagar Indore, India +91- 7828002701    **PROFILE SUMMARY**   * Around 1 year of experience Software **Development life Cycle** (SDLC) and in Data Analysis. * Product knowledge of desktop, laptop, basic networking parts. * OS Installation/ Trouble shooting of client OS (Windows XP/7/8). * Proficient in handling escalated calls and providing Technical Support to end-users. * Microsoft Outlook, Outlook Express configuration, backup, troubleshooting. * Knowledge on **Database Management Systems**. * Basic knowledge and understanding of **SQL**. * Installation of Antivirus, Patches & Updates from Backend side & frontend both. * Knowledge on Defect Tracking Tool **JIRA**. * Experience in installation of Windows, configuration, Technical troubleshooting, support of server Hardware, operating systems, Microsoft application software and peripherals, Windows. * Maintain the assets of PC and laptops.   **SKILL SET**   * **Hardware Skills:**  PC assembling, Formatting, Partition, drivers Installation, windows 8, 10, * **Database** **:** MYSQL. * **Testing Tools** **:** JIRA. * **Mail clients** : MS Outlook * **Software Packages :** AutoCAD * **Computer Knowledge :** Microsoft Office/Excel/ Power point, Internet Proficiency | |  |
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**Personal Skills**

* Quick learner
* Self-motivated
* Result-oriented
* Team player
* Good verbal and written communication in English

**Qualification**

* Bachelor of Engineering (2015), RGPV, India.
* PGDCA (2018)

**Languages Known**

* English
* Hindi

**Personal Details**

* Date of Birth: 07/08/1991
* Gender: Male
* Nationality: Indian

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**Project**

**Codebytes Indore [M.P.] April 2020 - Dec 2020**

**Responsibilities –**

* Collaborating with fellow support colleagues and other internal organizations to provide superior customer service
* Handling complex customer scenarios, documenting solutions, and effectively providing dependable and timely resolution to all product related technical issues experienced by customers
* Interact with Developers and Business Analysts to perform various types of testing throughout Software Testing Life Cycle (STLC) and Bug Life Cycle (BLC).
* Diagnosed and resolved operating system, hardware and software program problems to root causes
* Prioritize customer urgency and issues priority
* Install and configure computer applications.
* Providing technical support on-site or via remote-access systems.
* Document actions in tickets to effectively communicate information internally and to customers
* Reproduced issues in lab environment. Clearly documented cases with troubleshooting steps, recommendations, and resolutions.
* Mapping requirement with test cases.
* Interacting with clients via. Live chat, Web-based systems and Telephone to resolve their problems and gather feedback.

**DataPure Technology**

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| **EXPERIENCE :** |

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| **Date** | **Organization** | **Designation** |
| April-2019 –2020 | CodeBytes [M.P.] | Test Engineer |

**Professional certification and traning**

* Certification on AUTOCAD Training program by Indo-German Tool Room Indore, India.
* Certification on Office Automation course by Maa Kankeshwari Infotech Indore, India.

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| **Extracurricular Activities** |

* Participated in “Workshop on Infrastructure Project Management” at VNS Group Of Institutions Bhopal (2014), India.
* Participated In Marathon (An IIM Indore Initiative) (2012, 2013 and 2014).