

## SHREYA S KUNDER

: 1-24 Karniere koppala thota house via Mulki Palimar 574154 , Mangaluru

: Phone +91 9400391557 : Email : [Shreyasadashiv06@gmail.com](mailto:Shreyasadashiv06@gmail.com)

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I am submitting herewith my resume for your perusal and favourable consideration for the post in your organization.

Review of my credentials will indicate that I am a qualified and high performing individual with excellent professional and technical skills achieved via rich cross-functional exposure of **2.6 years** across the IT industry.

I am an innovative thinker, able to apply analysis and creativity to problem solving. I am a highly personable, self-motivated and diligent individual with flexibility to adapt to new situations. My core competencies included **by Customer Service ,Hosting services , Installation of software's,Installing DBA and OS in new machine, In the Linux server , Network setup and operations, Installation of wordpress plugins and related components on web services, Troubleshooting/incident investigation, Monitoring on server and giving support through and sales of supporting web based softwares. .**

I have thorough exposure across strategically managing **Sales and operation** . Driven by high energy levels and technical competence I am confident of making visible contribution to company's growth and profitability objectives.

A tour through my enclosed resume shall take you through the details and I am confident, in my credentials you would find a perfect fit for the said job. Thanks for sparing your time.

I would appreciate the chance to meet with you in person to discuss as to how I could be a vital part of your organization.

Thanking you in anticipation.

Yours Sincerely,

**Shreya Kunder**

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### WORK EXPERIENCE:

#### 1) Diya System Mangalore - Worked as Technical Support Engineer (October 2018 – present )

As a Web Hosting Technical Support Representative by providing escalated issue support to our customers, including issues on Web Server and Mail Servers.

**Roles:-** Installing DBA and OS in new machine, Network setup and operations, Installation of wordpress plugins and related components on web services, Troubleshooting/incident investigation, Monitoring on server and giving support through online chat interface and sales of supporting web based softwares.

- Demonstrating the ability to diagnose complex customer application issues and provide quick and accurate solutions within a collaborative environment in Linux server
- Assist In gathering required information to handle customer software technical queries ,troubleshooting , and problem solving of end users Collaborate with technical support
- Taking ownership of issues from identification through resolution.
- Providing technical support for Level I issues via helpdesk and the Chat interface
- Providing fellow system administrators and support representatives with technical support and guidance.
- Installing, configuring, and maintaining services such as Apache, MySQL, and Website Appliaction.
- Own the customer technical issues from reporting of the issue to resolution , ensures compliance with internal processes and standard For It support Manage Customer expectations regarding estimated response times for issue resolution, meeting the SLA for the response and resolution times for the issue , meeting SLA for the response and resolution with L2 And L3
- Collaborate with technical support team members to properly manage customer inquiries and escalate when needed

### ACHIEVEMENTS AND ACTIVITIES

Awarded as best Digital performer in 2020 in Diya system

Attended Hands on Workshop on Do-Engineering- LabVIEW conducted by VI.

Internship in BSNL on optical fiber communication

### ACADEMIC & PROFESSIONAL CREDENTIALS:

Course				Institution	
Bachelor of Engineering in Electronics and communication				Sahyadri College of Engineering Mangalore	2014-2018
PU college 12 th grade PCMC				St Aloysius PU college	2012-2014

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### TECHNICAL SKILLS:

- .. Programming Languages: C, C++, SSH commands .
- .. Proficient in CPANEL tools and Website designing , SSH commands , wordpress , weebly joomla (website designing ) Ms power point , MS word , Gsuite , Office 365 , Linux servers , cPanel , and seo , Mysql databses

### OTHER CREDITS:

- .. Awarded as best sales representative in Diya System Company.
- .. PROJECTS  
Wireless notice board using GSM  
Home email alert system using system labVIEW  
Simultaneous wireless power and data transmission for electric vehicle using SIMULINK

### STRENGTHS:

- .. Responsible with good leadership qualities .
- .. Good Communicational Skill and Logical skill.
- .. Flexible to changing environment.
- .. Technically skilled with good knowledge in programming language.
- .. Good at grasping & Willing to learn new things.

### PERSONAL INFORMATION:

Date of birth	: October 27 <sup>th</sup> 1996
Nationality	: INDIAN
Passport Number	: R3961352
Linkedin	: <a href="https://www.linkedin.com/in/shreya-kunder-89b0b5163/">https://www.linkedin.com/in/shreya-kunder-89b0b5163/</a>
Languages known	: English, Kannada, Hindi ,Tulu, and Malayalam

### DECLARATION:

I declare that the information given above is true and valid to the best of my knowledge..

Yours Sincerely,  
Shreya Kunder .