



Shivangi Sen

Software Support Engineer

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Experienced professional in Technical/Software 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.

SKILL SET

- Second tier monitoring and response for all system & services of SmartWinnr 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
- Meeting the deadlines and given targets
- Taking care of the responses to customers and escalating the issues when needed

WORK EXPERIENCE

MobillionLabs Pvt Ltd.

November 2021 - Present

Technical Support Executive

- Knowledge about Gamification software's.
- Providing training over learning sessions (Quiz, Assignments, Video Coaching, Assessments) which will be enabled for our users.
- Handled projects for large organizations like L&T, Hero Housing, ICICI, Lupin, Boston Scientific etc.
- Providing technical support through email, remote assistance and online chat through drift etc.
- Addressing all client issues and their updates, as well as notifying the development team for deployment.

SysTools Software Pvt Ltd.

July 2019 – November 2021

Software Support Engineer

- Installation, configuration & troubleshooting OS and Server level Trouble Shooting.
- Had to take care of client escalation and follow up those matters to be resolved under technical team.
- Installation of Application Software and Antivirus and taking care of all updates.
- Knowledge about OWA and mapping EWS settings to perform conversions.
- Provided effective solutions to customer queries related to the product and improved relationships with customers by anticipating the future requirements of customers, thereby ensuring positive customer feedback.

- Experience in web application fundamentals, client deployment of Web/Browser based applications.

January 2019 - July 2019

Ojasvin Overseas Group

Relationship Officer

- My responsibility mainly involved addressing the concerns of the students who wanted to continue MBBS from abroad.
- Guiding and assisting the students in selecting the best colleges as per the requirement.
- My main motive was to improve the overall customer satisfaction rating of the organization.

EDUCATIONAL QUALIFICATION

SDMS

July 2011 - June 2012

High School

Percentage: 89.50

SDMS

August 2013 - June 2014

Higher Secondary in PCM

Percentage: 87.67

Rustamji Institute of Technology

August 2014 - May 2018

Bachelor of Engineering in Computer Science

CGPA: 8.10

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.

TECHNICAL SKILLS

- Programming languages: C ++, Java Core.
- Knowledge about database SQL, Test cases etc.
- Web Creation Tools: HTML, CSS.
- Knowledge about UNIX, Linux operating system