RITIK KUMAR

TECHNICAL SUPPORT ENGINEER

Customer-oriented and self-driven Technical Support Engineer adept at maintaining and managing IT inventory, providing professional technical support to colleagues and clients, Offers excellent technological expertise, analytical and problem solving skills with team work abilities.

Contact

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- 📍 Faridabad, Hariyana
- Ritikkumar0
- Ritik Kumar
- Ritik's Portfolio

Education

Technical Support Engineering
Masai School, Bengaluru, KA
April /2022 - Present

Bachelor of Commerce
Delhi University, Delhi
April/2018 - 2021/July

Technical Skills

- HTML
- CSS
- Javascript
- SQL
- Linux
- Operating System
- SEO

Customer Service Skill

- Technical Support
- Effective Listening
- Troubleshoot
- Adaptability
- Critical Thinking

Soft Skills

- Time Management
- Communication
- Leadership
- Problem Solving

Project

FRESHDESK

Freshdesk is a cloud-based help desk software that enables businesses to manage customer queries and issues through a single, unified platform.

Area of Responsibility

- Collaborative ticketing Reporting and Analytics

Tech Stack   HTML | CSS | REVEAL.JS

A collaborative project of two members was completed in a day.

AIRTABLE-CLONE

Airtable is an easy-to-use Project Management application that unifies and stores data in the form of Spreadsheets and helps business teams organize and structure their data workload. It is a modern Spreadsheet tool with Database functionalities.

Features

- Login, Sign-up | Navbar, Footer,
- Product Page, Pricing Page

Area of Responsbility

- Login, Sign-up
- Footer, Pricing Page

Tech Stack   HTML | CSS | JAVASCRIPT

A collaborative project of four members was completed in 5 days.

Internship

SEO EXCUTIVE

Aaspa Solutions Pvt. Limited | OCT 2019 - JUNE 2020

Role and Responsibility

- ON-Page SEO
- Off-Page SEO

Achievement

- Zoom Marathon-3
- Zoom Marathon-4