



RITIK KUMAR

TECHNICAL SUPPORT ENGINEER

Technical support representative adept at resolving complex network issues. Competent in troubleshooting network hardware issues while responding to customer support issues. Seeking a position in a professional organization to work for the betterment of the company and to foster returns.

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 | REVEALJS

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 Responsibility

- Login, Sign-up
- Footer, Pricing Page

Tech Stack HTML | CSS | JAVASCRIPT

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

INTERNSHIP

SEO EXECUTIVE

[Aaspa Solutions Pvt. Limited | OCT 2019 - JUNE 2020](#)






Role and Responsibility

- ON-Page SEO
- Off-Page SEO

Certificate

[Basic Computer Certificate](#)

Contact

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-  Ritikkumar0
-  Ritik Kumar

Education

Technical Support Engineering

Masai School, Bengaluru, KA
April /2022 - Present

Bachelor of Commerce

Delhi University, Delhi
April/2018 - 2021/July

Technical Skills

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

Customer Service Skill

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

Soft Skills

- Time Management
- Communication
- Leadership
- Problem Solving