



KULDEEP KAUR

TECHNICAL SUPPORT ENGINEER

PROFILE

Aspiring Technical support engineer, customer-oriented and self-driven adept at providing professional technical support to clients, monitoring products and services with developing detailed technical guides. Offers excellent technological expertise, analytical and problem solving along with team management skills.

Contact

- +91 - 8310552667
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- portfolio/kuldeepkaur

Education

Technical Support Engineering (Full Time)
Masai School , Bengaluru,
April 2022- Present

Bachelor of Engineering
Information Science and Engineering
Cambridge Institute of Technology
Sept 2013 - May 2018, Bengaluru

Technical Skills

- SQL
- Operating Systems
- Linux | Unix
- Reveal.js
- Basic HTML | CSS
- Python

Soft Skills

- Leadership
- Positive attitude
- Team work
- Proactive
- Interpersonal skills

Customer Service Skills

- Good Communication
- Humble
- Attention to detail
- Trouble shooting
- Flexible

PROJECTS

Figma Application - Onboarding Presentation

Features : Project presentation on Figma application's onboarding presentation with deployable link which can be updated on the go. It was a team of 3 candidate.

Area of responsibility : Researched about the content and contributed in the presentation dialogue script.

Technical Stack : REVEALJS, HTML, CSS

Movie Application

Description : Movie Application similar to OTT platform like Hotstar, with navbar with user friendly interface

Features:

- search functionality,
- slider with recommendation,
- loader while API call for fetching data

Technical Stack : HTML, CSS, Vanilla JavaScript

EXPERIENCE

ASSOCIATE JP

Amazon Development Center India | Bengaluru Jan 2019 - Sept 2019

- Product mapping and analysis over products of competitor website.
- Assisted Managers and team members with translation of Japanese scripts and product pages.
- Made weekly performance report for each colleague.
- Completed **SQL - 101** training

INTERNSHIP

Intern

The Grey Scientific labs | Remote Aug 2022- Nov 2022

- Assisted Director with relevant data and information and providing documents
- **Interviewed candidates** for the various roles in organization

ACHIEVEMENT

- **ZOOM Marathon - 15 days** Video communication Challenge
- **Tech Quiz - Winner** masaiverse Bengaluru

LANGUAGES

English -Native | Business level

Japanese - JLPT N5 (qualified) , JLPT N4 (Graduate)