



UDAY PRATAP SINGH

Technical Support Engineer

Possesses excellent communication and troubleshooting skills, along with a passion for customer service, Experienced in building and troubleshooting computer systems, networking, and providing technical support. Possess a strong work ethic and the ability to quickly learn and apply new technologies. Experienced in setting up and configuring computer systems, installing operating systems and applications, and troubleshooting hardware and software issues.

Projects

○ Freshworks Onboarding Process

Freshworks is a customer engagement cloud-based software Solution for businesses to improve their customer experience.

Features- Creation of workspace of Freshworks

- Built presentation using Reveal.js framework
- Worked on the onboarding process

Tech Stack Used- Reveal.js | HTML | CSS

Areas of Responsibility:- Worked on designing and Content writing of Freshworks.

- The project was developed with a partner in 2 days.

○ SugarCosmetics - Clone

The website of SugarCosmetics, a beauty and cosmetics company. The clone website was designed to replicate the original website's layout.

Features:-

- Product pages
- User Freindly-interactive website

Tech Stack:- HTML | CSS | JavaScript

Areas of Responsibility:-

- Created Home Page
- Created Login Page
- An individual project developed in 5 days.

Education

Technical Support Engineering (Fulltime)

Masai School, Bengaluru, KA

Jul 2022 - Present

Bachelor of Technology in Computer Science And Engineering


Galgotias University, Greater Noida, UP

Jul 2018 - Aug 2021


Certifications


- [Introduction to DataScience](#) - By IBM Developer Skills Network
- [Smart India Pre-Hackathon 2020](#)
- [Apply end to end Security to a Cloud Application](#) - Cognitive Class
- [Zoom Marathon Challenge \(ZMC\)](#) - Season - 4

Contact


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 Uday_github1

 Portfolio

 uday-pratap-singh

Technical Skills

- Linux | Shell Scripting
- HTML
- CSS
- JavaScript
- SQL | GitHub
- Reveal.js

Customer Service Skills

- Technical Assistance
- Problem Solving
- Active Listening
- Troubleshooting
- Critical Thinking

Soft Skills

- Time Management
- Communication
- Decision making
- Online Collaboration