**Sanchit Kaushal**

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**EDUCATION**

**Khalsa College Amritsar, Punjab, India 2019 – 2022**

Bachelors of Computer Applications **81.08%**

**ACADEMIC PROJECTS**

**Matrimonial Site**

* Developed a matrimonial website using C# and ASP.NET as part of academic curriculum
* Collaborated with an academic peer to design and build the website, gaining hands-on experience in web development and teamwork

**WORK EXPERIENCE**

**Technical Support Engineer and WFM (Work Flow Manager), Wipro | India April 2022 – September 2023**

* Provided frontline technical assistance to clients utilizing Dell Data Domain devices, resolving issues promptly to ensure minimal downtime
* Collaborated closely with Dell Technologies to troubleshoot complex hardware and software issues, ensuring swift resolution and customer satisfaction
* Conducted regular system health checks, monitoring device performance and proactively identifying potential issues to prevent service disruptions
* Streamlined workflow processes within the technical support team, optimizing resource allocation and improving overall efficiency by 15%
* Acted as a liaison between the technical support team and upper management, facilitating communication and ensuring alignment with organizational goals
* Implemented a comprehensive training program for new technical support staff, ensuring consistent service delivery and adherence to quality standards

**EXTRA-CURRICULAR ACTIVITIES**

**Volunteer, Tech-Era Computer Society, Khalsa College Amritsar**

* Coordinated and facilitated various technology-related events within the college, contributing to the organization and smooth execution of tech events

**Participant, Musical Events**

* Attained a Diploma of Music from Pracheen Kala Kendra, Chandigarh, specializing in Vocal Classical Music

**ACHIEVEMENTS**

* Awarded first position in IT Quiz competition at PLASMA 2022, an Inter-College Competition organized by the P.G. Department of Computer Science and IT, Lylallpur, Khalsa College, Jalandhar, held on April 8,2022
* Achieved third position in hands-on keyboard competition at PLASMA 2022, an Inter-College Competition organized by P.G. Department of Computer Science and IT, Lyallpur Khalsa College, Jalandhar, held on April 8, 2022
* Secured third position in the quiz BRAIN-O-MANIA event at Tech Fest 2022, organized by the P.G. Department of Computer Science and Applications, Khalsa College Amritsar, held on April 5, 2022

**SKILLS**

Languages – English (Proficient), Hindi (Proficient), Punjabi (Proficient)

**ICT –**MS Office, Google Docs, Linux, C, Python, ASP.NET, Troubleshooting, Remote Support Tools, Performance monitoring, RAID configuration, Hardware Diagnostics, Data Storage Solutions

**Certifications –** Google IT Support Professional Certificate by Coursera (Google) August 2020, CNSS Certified Network Security Specialist by ICSI, UK June 2020, Computer Communications Specialization by Coursera (University of Colorado) September 2020

**Soft Skills:** Quick Learner, Leadership Abilities, Good Communication Skills