

Anjali Pandey

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PROFESSIONAL SUMMARY

Technical Support Engineer with hands-on experience in API integrations, AWS server environments, and SQL Server management. Skilled in handling payment gateway integrations, server troubleshooting, and resolving production issues with minimal downtime. Proven ability to work closely with development and operations teams to ensure system stability, performance, and client satisfaction.

PROFESSIONAL EXPERIENCE

EDUCATION

Bachelor of Technology In ECE

Institution: MAKAUT, WEST BENGAL 2023,
CGPA: 8.69

SKILLS & EXPERTISE

SOFTWARE

- Amazon Web Services (Cloud)
- SQL Database Management
- API Integrations
- Troubleshooting
- Problem solving
- Application Support
- CRM
- SaaS product support
- On-premise application support

SOFT SKILLS

- Client relations
- Customer service
- Conflict Resolutions
- Service and Support
- Strong Work Ethic
- Great Attention to Detail

2024 - 2026 **Elmeasure India pvt ltd**

Technical Support engineer

- Proficient in utilizing Cloud services(LoRa, MQTT)
- Our AWS servers, we have hosted our application in cloud and maintaining, monitoring and support to customer on our application.
- Provided technical support to end users via phone, email, and chat for both hardware and software issues.
- Experienced in CRM systems for managing customer data, tracking , automating follow-ups, and enhancing customer engagement to drive business growth.
- Troubleshoot and resolve issues related to operating systems, networking, and application software.
- Assist customers in installing and configuring software, hardware, and network devices.
- Perform routine maintenance and upgrades to ensure system health and security.
- Maintained records of customer interactions, issues, and resolutions within the ticketing system.
- Collaborated with development teams for resolving software issues

2021 - 2024 **AVALON TECHNOLOGY AND SERVICES Pvt Ltd**

Senior Testing Lead

- Tested all the product specifications and designed the test process accordingly
- Managed all the test documents and the related procedures according to the customer requirement.
- Implemented and maintained quality control standards, procedures, and documentation to ensure compliance with regulatory requirements and company specifications.

2018 - 2021 **RAKON INDIA PRIVATE LIMITED**

Senior Technician

- Test and troubleshoot: Validation switches using oscilloscopes, impedance analyzers
- Troubleshooting of OCXO malfunctioning product and Test Bench.
- Measuring all the electrical parameters of OCXO product.