

# Resume

## Personal details

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Name	Diksha Saini
Email address	diksha.saini@antiersolutions.com
Phone number	9870996437
Address	House no 1671 Phase 7 sector 61 Mohali, 160061 Mohali
Date of birth	July 10, 1996
Nationality	Indian

## Education

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Mar 2010 - Jun 2011	<b>High school</b> <b>Lancer Public School, Saharnpur</b>
Jul 2012 - Sep 2013	<b>Intermedite</b> <b>Lancer Public school, Saharanpur</b>
Feb 2018 - Aug 2021	<b>B.A</b> <b>L.P.U, Punjab</b>

## Employment

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Dec 2023 - Jul 2025	<b>Technical support</b> <b>Antier Solutions, Mohali</b> <ul style="list-style-type: none"><li>• Provided remote and on-site technical support to end-users, resolving hardware and software issues efficiently.</li><li>• Maintained accurate records of support requests, solutions, and follow-ups using ticketing systems.</li></ul>
Oct 2018 - Dec 2023	<b>Customer support</b> <b>Teleperformance</b> <ul style="list-style-type: none"><li>• Resolved customer technical issues promptly via phone, email, and chat, ensuring high satisfaction rates.</li><li>• Coordinated with technical teams to escalate and resolve complex issues, improving resolution times.</li></ul>

## Skills

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Technical support	
Customer service	Excellent
Remote assistance	

**Ticketing systems**

**Problem-solving**

## **Languages**

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**English**

**Hindi**

## **Hobbies**

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■ Gaming

■ Coding