AYUSH GUPTA

Indore, (M.P.) INDIA 452001

Ph. - 9575807197 | ayush95758@gmail.com | LinkedIn | Portfolio | GitHub

PROFILE SUMMARY

Recent MCA graduate aiming to apply my technical skills, problem-solving abilities, and passion for technology in a software development role. Drawing from my previous experience, I bring effective communication, customer-centric thinking, and cross-functional collaboration to my development work.

WORK EXPERIENCE

Customer Support (Flipkart) | Teleperformance – Indore | April 2021 – March 2022

- Investigated customer complaints and provided solutions within acceptable time frames.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Demonstrated proficiency in using **Zendesk**, **Slack** or other customer support tools.
- Gained insights into e-commerce processes and platform functionality.

EDUCATION

MAHARAJA RANJIT SINGH COLLEGE OF PROFESSIONAL SCIENCE, INDORE	Sept 2022 – May 2024
Master of Computer Application	**CGPA – 7.38**
ACROPOLIS INSTITUTE OF TECHNOLOGY AND RESEARCH, INDORE	Aug 2018 – May 2021
Bachelor of Computer Application	**CGPA - 8.37**
VIVEKANAND CONVENT HIGHER SECONDARY SCHOOL, BEOHARI	
Higher Secondary Examination	Year 2018
High School Examination	Year 2016

SKILLS

- **Technical Skills**: JAVA, JSP & Servlet, JDBC, Hibernate, Git, Junit5. Object Oriented Programming
- **Web development**: HTML5, CSS3, JavaScript (Basic)
- **Database**: MySQL, SQL Query
- **Methodology**: Agile development
- **Tools**: GitHub, Visual Studio Code, IntelliJ, Eclipse
- **Soft Skills**: Communication Skills, Analytical Skills, Problem Solving

PROJECTS

Project Title : Notetaker Application | Java | JSP & Servlet | Hibernate | MySQL | Eclipse   **Link**

- Built a web-based notetaker application using Java, JSP, Servlet, and Hibernate technologies.
- Implemented CRUD functionality with Hibernate for efficient data management and persistence.
- Designed a user-friendly interface for seamless note creation and management.

Project Title : Library Management System | Java | Swing | MySQL | Eclipse   **Link**

- Designed and developed a user-friendly Library Management System using Java, AWT, Swing, and MySQL.
- Streamlined book cataloging, enhanced book availability tracking, and empowered librarians with insightful reports.
- Achieved efficiency gains and improved user experiences for libraries of all sizes.

ACHIEVEMENTS AND CERIFICATIONS

- **Java Programming**: Certified Course from Duke University on Coursera
- **HTML5 and CSS3**: Certified Course from University of MICHIGAN on Coursera
- Awarded best chess player during school education