

# AYUSH GUPTA

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## PROFILE SUMMARY

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Recent MCA graduate with 3+ years of experience as a customer support executive, now aiming to apply my technical skills, problem-solving abilities, and passion for technology in a software development role.

## WORK EXPERIENCE

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### Email Support Executive (Shopify) | Night Shift | TaskUs – Indore

March 2022 - August 2024

- Provided technical support via email, resolving issues related to Shopify's platform and ensuring seamless user experiences.
- Utilized **CRM** systems, **Slack**, **Zendesk**, and email management platforms to track and manage customer inquiries efficiently.
- Collaborated with the technical team to troubleshoot issues, enhancing my understanding of Shopify's backend and APIs.

### Customer Support Executive (Flipkart) | Teleperformance – Indore

April 2021 - March 2022

- Provided exceptional customer service by efficiently resolving a wide range of customer inquiries.
- Promoted to Floor Support within 6 months for outstanding performance, problem-solving skills, and effective teamwork.

## EDUCATION

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### MAHARAJA RANJIT SINGH COLLEGE OF PROFESSIONAL SCIENCE, INDORE

Master of Computer Application

Sept 2022 – May 2024

**CGPA – 7.38**

### ACROPOLIS INSTITUTE OF TECHNOLOGY AND RESEARCH, INDORE

Bachelor of Computer Application

Aug 2018 – May 2021

**CGPA - 8.37**

### VIVEKANAND CONVENT HIGHER SECONDARY SCHOOL, BEOHARI

Higher Secondary Examination

Year 2018

High School Examination

Year 2016

## SKILLS

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- **Technical Skills:** JAVA, JSP & Servlet, JDBC, Hibernate, Git, 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

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

- Built a web-based notetaker application using Java, JSP, Servlet, and Hibernate technologies.
- Added features to create, read, update, and delete notes with Hibernate for smooth data handling.
- Designed a user-friendly interface that allows users to easily organize their notes, enhancing the overall user experience.

### Project Title : Library Management System | Java | Swing | MySQL | NetBeans

- 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

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- **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