**AYUSH GUPTA**Beohari, (M.P.) INDIA 484774 | Phone – 9575807197 | [ayush95758@gmail.com](mailto:ayush95758@gmail.com) | [LinkedIn](http://www.linkedin.com/in/ayush-gupta-124905191)

**PROFILE SUMMARY**

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**

**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**

**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, 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**

* 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**

* **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