

# DIVYANSHU PANDEY

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## Objective

Aspiring Technical Support Associate with a solid foundation in computer science and hands-on experience in full-stack development. Eager to leverage my problem-solving skills and technical knowledge to provide exceptional support and contribute to customer satisfaction at Oracle.

## Education

### Graphic Era Hill University

Bachelor of Technology (B. Tech) in Computer Science and Engineering

Oct 2021 — June 2025

Uttarakhand

## Experience

### Google Developers Student Club (GDSC), Graphic Era University

August 2023- August 2024

Core Member

- Directed and coordinated **5+ tech events**, engaging a community of **200+ innovation enthusiasts**.
- Spearheaded GDSC initiatives with **strategic planning and execution** of workshops and hackathons.
- Facilitated **team collaboration** and ensured smooth event delivery alongside core team members

### Trusting Brains (Remote)

October 2023 — December 2023

Internship

- Collaborated with a **remote team** to design and implement **responsive UI components**.
- Developed a full-stack **To-Do application** using **React.js, Node.js, and MongoDB**, featuring **real-time updates** and **persistent data storage**.

### Graphic Era University — Tech Support Volunteer

Sept 2022 — Present

- Assisted peers in debugging code and resolving environmental issues during lab sessions.
- Helped install IDEs (VS Code, JDK, Python) and troubleshoot OS-level software problems.
- Gained experience in communicating technical concepts clearly and patiently.

## Projects

### Handwritten Digit Recognizer | Python, Keras, CNN, OpenCV

- Developed a **Convolutional Neural Network (CNN)** achieving **98% accuracy** on the MNIST dataset.
- Reduced training time by 30% using advanced **preprocessing techniques** like image normalization and reshaping.
- Integrated **real-time image processing** with OpenCV to recognize custom handwritten digits.

### Smart Disaster Alert and Resource Management System | React.js, Flutter, Node.js, Django, MongoDB, SQL

- Built a **real-time disaster alert system** integrating **government APIs** for accurate earthquake, flood, and cyclone notifications.
- Implemented **GIS-based risk mapping** and **emergency resource locator** for rapid response.
- Developed **AI-powered predictive models** to optimize resource allocation and supply chain management.
- Enabled **offline mode** for critical app functionality during network outages.

## Technical Support Skills

- Strong communication and client-handling abilities
- Troubleshooting hardware, software, and network issues
- Familiar with helpdesk tools like Jira and ticketing systems

## Skills

**Languages:** C++, Java, Python, JavaScript, SQL  
**Tools/Platforms:** React.js, Node.js, MongoDB, MySQL, Firebase  
**Support Skill:** Troubleshooting, Communication, Client Interaction, Documentation  
**Concepts:** OS, DBMS, Computer Networks, REST APIs