

GAURAV SINGH

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PROFESSIONAL SUMMARY

Frontend Developer & Application Developer with 4+ years of experience at Teleperformance, specializing in building internal business applications for BPO and enterprise processes. Strong expertise in HTML, CSS, JavaScript, Tailwind CSS, Bootstrap, with hands-on experience in designing dashboards, CRM tools, reporting systems, and data-entry applications. Experienced in requirement gathering, process flow analysis, UI development, and cross-team coordination. Currently expanding backend skills using Java and MySQL with working knowledge of Git/GitHub. Seeking Frontend / Junior Full Stack opportunities in Delhi NCR.

PROFESSIONAL EXPERIENCE

Teleperformance – Mumbai (Bhayandar) **Dec 2022 – Present**
Technical Support Engineer / Frontend Developer

- Design and develop internal web-based applications to automate and optimise business processes across multiple BPO operations.
- Coordinate with process owners to gather requirements, understand workflows, and convert them into functional UI designs.
- Build responsive and user-friendly interfaces using HTML, CSS, JavaScript, Tailwind CSS, and Bootstrap.
- Developed dashboards, CRM tools, attendance and performance reports to reduce manual effort and improve operational efficiency.
- Collaborate with internal stakeholders for application updates, enhancements, and deployment support.
- Use Git/GitHub for version control and project collaboration.

Teleperformance – Mumbai (Bhayandar) **Dec 2021 – Dec 2022**
Customer Support Executive (Inbound Process)

- Handled inbound customer queries and provided issue resolution as per process guidelines.
- Developed strong communication, problem-solving, and process understanding skills, later leveraged in application development roles.

EDUCATION

- **Master of Computer Applications (MCA)**
Maharaja Agrasen Himalayan Garhwal University, Pauri Garhwal, Uttarakhand
 - **Post Graduate Diploma in Computer Applications (PGDCA)**
Global University, Saharanpur, Uttar Pradesh
 - **Bachelor of Commerce (B.Com)**
Swami Vivekanand Subharti University, Meerut, Uttar Pradesh
 - **Diploma in Computer Engineering**
GBN Government Polytechnic, Karnal, Haryana
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KEY PROJECTS (INTERNAL APPLICATIONS – TELEPERFORMANCE)

1. Excel Eradication Project

- Developed 3–4 data-entry web applications to replace Excel-based workflows.
- Improved data accuracy and reduced manual errors.

2. Process Update Tracker

- Application to track real-time process updates and changes.
- Enhanced transparency and communication across teams.

3. BPO Calling Scripts Application

- Designed UI for standardized calling scripts used by agents.
- Improved script accessibility and compliance.

4. APR – Attendance Performance Report

- Automated attendance and performance reporting dashboard.
- Reduced reporting turnaround time significantly.

5. Dashboard Application

- Created visual dashboards for operational metrics and KPIs.

6. CRM Tool

- Internal CRM UI for managing customer/process-related data.

7. Reporting Tool

- Web-based reporting interface for daily and monthly reports.

Total Projects: ~8 internal enterprise applications

TECHNICAL SKILLS

Frontend Technologies

- HTML5, CSS3, JavaScript
- Tailwind CSS, Bootstrap
- Responsive UI Design

Backend & Database

- Java (Basics clear)
- MySQL

Tools & Platforms

- VS Code, NetBeans
 - Git, GitHub
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PROFESSIONAL SKILLS

- Requirement Analysis
 - Process Flow Design
 - Internal Application Development
 - Cross-functional Coordination
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CAREER OBJECTIVE

To secure a **Frontend Developer / Junior Full Stack Developer** role where I can leverage my application development experience, enhance my backend expertise in Java, and contribute to scalable enterprise solutions.