SANTOSH KUMAR THAKUR

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EDUCATION

Master of Computer Application, *Chandigarh University*	Ongoing
Bachelor of Computer Applications, *Lingaya's Vidyapeeth, Faridabad*	2019 – 2022
Senior Secondary School, *Kendriya Vidyalaya, New Delhi*	2018
Secondary School, *Kendriya Vidyalaya, New Delhi*	2015

SKILLS

Technical JavaScript, ReactJS, NextJS, Core PHP, PHP Laravel, Tailwind CSS, Python, RESTful API, GitHub

EXPERIENCE

Software Developer Intern *MoE's Innovation Cell, AICTE, New Delhi* Mar 2024 – Present

- **MIC Alumni Portal:** Developed a national platform for 60,000+ alumni. Built modules for startup registration, activity reporting, and tracking using PHP Laravel and Next.js.
- Maintained alumni data using SQL, improved backend logic through Laravel controllers/models, and enhanced frontend UI responsiveness.
- **IIC Evaluator Portal:** Created evaluation result display modules and enhanced visualizations. Improved portal usability via frontend optimizations and backend PHP/SQL integration.
- **IIC Yukti Portal:** Designed the frontend and implemented CRUD operations by creating Laravel controllers and models. Focused on seamless user interaction and robust data handling.

Technical Support Associate *Tech Mahindra, New Delhi* Aug 2023 – Feb 2024

- Delivered technical support for broadband/mobile services. Resolved user queries, improved customer satisfaction, and managed escalations.

Technical Support Executive *Concentrix, Gurugram* Aug 2022 – Dec 2022

- Assisted users via call/chat support for a telecom client. Documented issues and ensured resolution within service-level agreements.

Data Analyst Intern *The QED Group Pvt. Ltd., New Delhi* Jan 2019 – Jun 2019

- Streamlined data workflows and supported visualization and knowledge sharing using internal analytics tools.

PROJECTS

1. Online Voting System (HTML, CSS, PHP)

- Designed a secure online voting platform with real-time vote counts and admin functionalities for managing sessions and candidates.

2. Dashboard Authentication (ReactJS)

- Developed a login-based dashboard using JWT authentication and protected routes with ReactJS. Implemented dynamic dashboard rendering based on login status.

3. E-Commerce Platform (ReactJS + PHP Laravel)

- Built a full-stack shopping site with product listings, cart, and checkout features. Used Laravel for backend APIs and ReactJS for a modern shopping frontend.

CERTIFICATIONS

Getting Started with Python (Coursera)	Machine Learning using Python (JN Tech)
MySQL (GreatLearning)	NIELIT 'O' Level (NSIC)