**Piyush Singh**

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**ABOUT ME**

I am a Support Engineer with expertise in troubleshooting, optimizing performance, and deploying technical solutions. I have a proven track record in diagnosing and resolving complex technical issues while providing exceptional customer support. My strong analytical and problem-solving skills and my ability to collaborate across teams ensure smooth communication and efficient resolution of customer concerns, delivering high-quality service and support.

**TECHNICAL SKILLS**

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| * **Languages** * **Technologies** * **Technology and Frameworks** * **Others** | HTML, CSS, JavaScript, C, C++  Web development, Databases (MongoDB)  React JS, Node JS, Express, Tailwind.  Git, REST-APIs, Troubleshooting, Customer support |

**EXPERIENCE**

**Technical Support Engineer |** Shreemate Financial Services 08/2024-02/2025 (Remote)

* Provided technical support for Honeywell Home devices, mobile apps, and web portals via calls, emails, and chat.
* Diagnosed and resolved connectivity issues with Bluetooth, Ethernet, Wi-Fi, and internet-connected hardware.
* Assisted customers in setting up IFTTT rules, automation triggers, and workflows.
* Escalated unresolved issues to internal teams with clear documentation.
* Maintained detailed records and prepared timely reports to improve knowledge sharing.

**Technical Consulting Engineer** | Capgemini 10/2023-08/2024 (Gurugram)

* Provided customer support for Cisco devices, assisting international customers with issue resolution, troubleshooting, and ticket creation.
* Resolved severity S1/S2/S3 cases through calls/meetings by analyzing error logs, system behavior, & customer input.
* Diagnosed and troubleshot customer issues, guiding them through the ticketing process and escalating complex cases when necessary.
* Maintained high-level customer satisfaction by delivering clear, professional, timely support.
* Collaborated with internal teams to ensure the efficient processing of service requests and adherence to company SLAs.

**Software Engineer** | Capgemini 10/2022-10/2023 (Gurugram)

* Developed and maintained RESTful APIs for various CRM functionalities.
* These APIs would handle CRUD operations for customer records, order details, and product information.
* Worked in revamping and optimizing Cisco’s CRM tool resulting in a 20 percent surge in productivity.
* Resolved website bugs promptly, significantly enhancing web performance and responsiveness.

**HTML Developer** | Unicorn Demart 04/2022-09/2022 (New Delhi)

* Developed and maintained responsive designs across various devices and browsers.
* Collaborated with internal teams to understand their requirements, then proceeded to design the website using HTML, CSS, and JavaScript.
* Optimized the website's performance, speed, and security while integrating content management systems.

**PROJECTS**

1. Tranquil-Trips **URL**: https://tranquiltrips.onrender.com/listings

* This project is a web application designed to replicate the core features of the popular Airbnb platform using the MERN stack. This full-stack project leverages MongoDB, Express.js, React.js, and Node.js to deliver a dynamic, scalable, and responsive solution for property rental and booking.

2. GitScope **URL**: https://piysing14.github.io/GitScope/

* Developed GitScope, a web app that analyzes GitHub profiles for insights into coding activity, repository contributions, and commit trends. It features a user-friendly interface with dynamic data visualization, enabling technical hiring managers to evaluate candidates' coding skills and activity easily.

**EDUCATION**

**GL BAJAJ, Greater Noida, Uttar Pradesh** | *Bachelor’s degree in C.S.E.* | Aug 2017-July 2021 | **71%**