




• Contact

 Delhi, India 110091

 8920038516

 rupak627@gmail.com

 <https://www.linkedin.com/in/rupak-chauhan-55909522>

 www.iamrupak.de

• Skills

Languages: HTML, CSS, JavaScript

Database: PostgreSQL

Libraries : jQuery, React Js

Cloud: AWS

OS : Ubuntu, Windows 10

Editors : Visual Studio Code, Vim

UI Software: Adobe Photoshop

Version Control: Git

• Courses

Udemy The Complete Web Developer Course 2.0:

HTML, CSS, JavaScript, bootstrap, PHP, Python, MySQL & more!

Udemy Modern HTML & CSS (including Sass):

Modern responsive websites & UIs with HTML5, CSS3 & Sass! Also Flex & CSS Grid.

Udemy Introduction to Cloud Computing on Amazon AWS:



Rupak Chauhan

Sr. Customer Service Executive

I am a self-motivated professional with overall 3 years of mix experience in Web Development, Technical support and Customer Service.

I started my career with Tech Mahindra as Senior technical analyst in a US Telecom process

I now want to jump into Web Development and make a strong career out of it.

I am a strategic and analytic thinker, quick learner, with good interpersonal skills, like to have a "think outside the box" approach to address client's requirement. I like to learn new technologies regularly!

When I am not working, I like to go out for a walk, watch Ted talks, Netflix, or work out at gym.

• Work History

2021-02 -
Current

Sr. Customer Service Executive

Inergizer, Noida

- Responsible for attending customers' technical issues and resolving via emails.
- Providing billing related support over emails.

2021-10 -
Current

Freelance Frontend Developer

Code Trays Information Technology Pvt. Ltd.

- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Prepared variety of different written communications, reports and documents.

2019-11 -
2021-02

Sr. Technical Analyst

Tech Mahindra, Noida

- Responsible for attending customers' technical issues and resolving via chat.

Developed hands– on S3,
Route 53, AWS CLI,
Auto-Scaling, Automation

**Udemy The Complete
JavaScript Course 2021, From
Zero to Expert:**

EC6, Parcel, Babel,
async/await, functional
programming

**Udemy NodeJS with (MVC,
REST APIs, GraphQL, Deno) -
Udemy (In progress)**

- **Assists customers effectively by solving customer disputes. Provides customer with additional information or explains services.**

• Education

2016-08 -
2019-08

BBA

IIMT Group of Colleges - Greater Noida

- Member of Debate Club
- Elected Captain of Sports Activities

2015-04 -
2016-04

High School Diploma

Rishabh Public School - Delhi

- Awarded first prize in debate competition.
- Elected Captain of Athletics team