



SAVER FOTEDAR

Frontend & Technical Support Engineer

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📍 Jammu

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PROFILE

Enthusiastic and tech-savvy Frontend & Technical Support Engineer (Fresher) with a strong understanding of HTML5, CSS3, JavaScript, React.js, and Tailwind CSS. Skilled in troubleshooting, client support, technical documentation, and explaining technical concepts in a clear and simple way. Quick learner with strong communication and problem-solving abilities, eager to contribute to real-world projects, support customers effectively, and grow in a dynamic tech environment.

TECHNICAL SKILLS

Frontend Development: HTML5, CSS3, JavaScript (ES6+), React.js, Tailwind CSS

Technical Support & Software Skills: Software Troubleshooting & Debugging, Client Training & Presentation, Issue Diagnosis & Resolution, Technical Documentation, API Understanding, Remote Support Tools (TeamViewer, AnyDesk), System Installation & Configuration, Git, GitHub, Vercel

Soft Skills: Communication, Problem-Solving, Patience, Customer Handling Time Management

EDUCATION

Bachelor of Engineering Computer Science Engineering 2021 – 2025
Model Institute of Engineering & Technology
CGPA: 7.2

Higher Secondary Certificate Class 12 2020 – 2021
St. Xavier Convent School
96.1%

Secondary School Certificate Class 10 2018 – 2019
St. Xavier Convent School
92%

PROJECTS

SupportDeskPro — Technical Support & Client Training System

React | Vite | Tailwind CSS | Context API | LocalStorage

- Created a full-featured **Technical Support Dashboard** with ticket management, severity levels, and resolution tracking to simulate real support operations.
- Implemented an **Error Simulator & Knowledge Base** to demonstrate structured debugging, troubleshooting, and client-focused support processes.
- Built **Training & Onboarding Modules** to guide users through stepwise learning and improve adoption of software usage.
- Integrated **resume download, personal profile, and responsive UI** for professional presentation and portfolio showcase.

INTERNSHIP

Web Development Intern

06/2023 – 08/2023

Nucleon CES Program, IIT Jammu

- Completed a certified internship program in Full-Stack Web Development with hands-on project experience. Built responsive and dynamic web pages using HTML, CSS, and JavaScript.
- Learned to work with backend technologies and connect front-end interfaces with databases.
- Gained exposure to RESTful APIs, version control, and basic debugging.
- Worked under mentor guidance in a collaborative and learning-focused environment.
- Improved problem-solving and teamwork skills through practical project tasks.

TRAINING

MERN Full Stack Development

Ongoing

Ducat, Noida (Delhi NCR)

- 6-Month Training Program Currently pursuing a 6-month MERN Full Stack Development training at Ducat, Noida.
- Completed 2.5 months of training covering HTML, CSS, and JavaScript.
- Building a strong foundation in front-end development, focusing on responsive design and interactivity.

CREATIVE WORK

Music

- Published 15+ original songs on YouTube and Spotify as an artist.

Story Writing

- Created and published "Shadows - The Album," a multi-episode story series on YouTube.

AWARDS

Champions - College Cricket Championship

2024

College Cricket Championship

3x Runners-up

District & Zonal Level Cricket and Badminton participation

LANGUAGES

- English
- Hindi