

# Shubham Balgotra

MERN Stack Developer | Technical Support Executive | Building Real-World Full-Stack & ML Projects  
Jammu, India | +91-7889574065 | shubhambalgotra1@gmail.com

[GitHub](#) | [LinkedIn](#) | [Portfolio Website](#)

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## Professional Summary

**Technical Support Executive** with 3+ years of experience in supporting and optimizing **e-governance systems** for government organizations. Now transitioning into a **MERN Stack Developer**, with proven ability to **design, build, and deploy** real-world web applications. Known for **quick problem-solving, rapid learning**, and delivering **end-to-end solutions** that align with business needs. Bringing a unique blend of **technical support expertise** and **modern full-stack development skills** to create impactful digital solutions.

## Technical Skills

**Frontend:** React.js, Next.js, JavaScript, Typescript, HTML5, CSS3, Tailwind CSS

**Backend:** Node.js, Express.js, MongoDB, Firebase

**Tools & Deployment:** VS Code, Git, GitHub, Postman, Hostinger, Vercel, Render, Railway, etc

**Other:** REST APIs, JWT, DMS (Document Management System), Python (ML basics libraries)

## Projects

### [Claim & Carry - E-commerce App](#)

[Live](#) | [GitHub](#)

A full-stack e-commerce platform with user auth, product catalog, cart, address, and Stripe sandbox payment integration.

- React.js frontend with Tailwind CSS, responsive UI
- Node.js & Express backend, MongoDB database
- JWT authentication, Vercel + Render deployment

### [AroundUs - News Aggregator App](#)

[Live](#) | [GitHub](#)

Built with NewsAPI integration to display trending and categorized news articles in a clean, responsive layout.

- React with context API for state management
- Responsive cards UI, API error handling

### [SheStyle - E-commerce App](#)

[Live](#) | Ongoing project...

## Professional Experience

### Net Creative Mind Pvt. Ltd.

Technical Support Executive

Jan 2022 – Present

- Delivered **1,000+ successful issue resolutions** with a **90% first-contact fix rate**, boosting user satisfaction.
- Administered **user roles, permissions, and access control** for E-Office & HRMS portals, ensuring smooth operations.
- Designed and conducted **DMS training sessions** for **250+ employees**, enhancing productivity and adoption.
- Led a **team of 7 Customer Service agents**, cutting average handling time by **20%** through process optimization.
- Collaborated with cross-functional teams to **identify, troubleshoot, and resolve critical system-level bugs** and escalations.

## Education

### Bachelor of Technology (B.Tech) – Computer Science

Himachal Pradesh Technical University (HPTU)

— Aug 2017 to Feb 2020

College: Vaishno Group of Colleges, Thapkor, Himachal Pradesh

CGPA: 7.8 / 10

### Diploma in Computer Science & Engineering

J&K State Board of Technical Education

— April 2014 to Aug 2017

College: NITS Polytechnic, Miran Sahib, Jammu

Percentage: 75%

## Languages

English, Hindi