

Shubham Balgotra

MERN Stack Developer | Technical Support Executive | Building Real-World Full-Stack & ML Projects
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[GitHub](#) | [LinkedIn](#)

Professional Summary

Technical Support Executive with 3+ of experience supporting e-governance systems for government organizations. Currently transitioning into a MERN Stack Developer with hands-on experience in building and deploying real-world web applications. Strong in troubleshooting, self-learning, and end-to-end application development.

Technical Skills

Frontend: React.js, JavaScript, HTML5, CSS3, Tailwind CSS

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

Tools: VS Code, Git, GitHub, Postman, Vercel, Render

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

Projects

Claim & Carry – E-commerce App

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

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 App](#) | [GitHub Repo](#)

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

Professional Experience

Net Creative Mind Pvt. Ltd.

Technical Support Executive
Jan 2022 – Present

- Resolved 1,000+ user-level issues with 90% first-time resolution rate
- Managed user roles and access in E-Office & HRMS portals
- Conducted DMS training for 250+ employees
- Contributed to backend testing and documentation of 10+ core e-Services modules (RTI, Legal, Land, Mortgage)
- Communicated with internal teams to resolve system-level bugs and escalations

Education

- **Bachelor of Technology (B.Tech) – Computer Science**

Himachal Pradesh Technical University (HPTU) — 2017 to 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 — 2014 to 2017

College: NITS Polytechnic, Miran Sahib, Jammu
Percentage: 75%

Languages

- English
- Hindi