

SUBHAM BOSE

Technical Support & System Troubleshooting | MERN Stack Developer



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Bally, Howrah, West Bengal - 711205, 29/11/2004

SUMMARY

Motivated BCA student with strong technical support skills and hands-on experience in system troubleshooting, OS management, and networking. Having completed the Google IT Support Professional Certificate, I am confident in resolving hardware/software issues, improving system performance, and handling ticket-based workflows. Skilled in Node.js, Express, MongoDB, PHP, SQL, and React.js, giving me a solid understanding of application behavior and backend processes. A fast learner with an adaptive, problem-solving mindset, aiming to contribute effectively as a Technical Support Engineer by delivering reliable troubleshooting and user-focused solutions.

SKILLS

- Frontend Development:** HTML, CSS, JavaScript, React.js, Tailwind CSS, Bootstrap
- Backend Development:** JAVA, Node.js, Express.js, PHP, RESTful APIs, JSON, JWT Authentication
- Databases & Messaging Systems:** MongoDB, MySQL, SQL, Redis, Apache Kafka, Data Modeling
- Data Analytics & Visualization:** Python (Pandas, NumPy, Scikit-learn, Matplotlib), Power BI, Tableau, Microsoft Excel (Advanced)
- Developer Tools & Deployment:** Git, GitHub, Postman, Vercel, Netlify, CI/CD , Azure
- IT Support & System Tools:** System Troubleshooting, Networking Fundamentals, OS Installation, Command Line, PowerShell, Ticketing Systems
- Productivity & Office Tools:** Microsoft Word, Excel, PowerPoint, Outlook, Office 365 Tools
- Soft Skills:** Analytical Thinking, Strategic Problem-Solving, Adaptive Leadership, Innovative Mindset, Team Collaboration, Effective Communication, Time Management

WORK EXPERIENCE

FULL-TIME EXPERIENCE

- US IT Recruiter – Norlox Solutions Pvt.Ltd.** Oct 2025 - Nov 2025
 - Coordinated technical hiring processes, improving knowledge of IT roles, skills, and industry tools.
 - Managing end-to-end recruitment, improving candidate pipeline efficiency and client satisfaction.

(Offer Letter)

INTERNSHIPS

- Web Developer Internship, InternPe** Aug 2025 - Oct 2025
 - Completed 5+ real-world projects using HTML, CSS, and JavaScript,
 - [\(Certificate\)](#)
- Backend Developer Internship, Gameonix Esports & Gaming** Jun 2025 - Sep 2025
 - Developed and optimized backend systems using PHP and MySQL, improving performance by 30%.
 - [\(Certificate\)](#)

EDUCATION

- Bachelor of Computer Applications || Computational Science** May 2023 - Present
Brainware University, Kolkata
Average SGPA: 9.30 || Average Percentage: 88.28% (Till 4th semester)
- Higher Secondary Examination || Commerce** Feb 2021 - Mar 2023
Uttarpara Government High School(WBCHSE), Hooghly
Passing Percentage: 89%
- Secondary Examination || General** Feb 2015 - Jan 2021
Ramakrishna Vivekananda Mission(WBBSE), Barrackpore
Passing Percentage: 77%

PROJECTS

- **A.R.I.S.E AI (Solo Project) – AI Personal Assistant :** 09/2025 - Ongoing || Howrah
 - **Description:** Built an intelligent assistant capable of handling real-time tasks, automation, and user queries.
 - **Impact:** Improved task efficiency and decision-making accuracy by 40%.
 - [Github Repository](#)
- **Cash-Mate (Group Project) – Expense Splitting Web app Backend :** 08/2025 - Ongoing || Howrah
 - **Description:** Built a secure expense-splitting backend using Node.js, Express, MongoDB, and JWT for accurate income and expense tracking.
 - **Impact:** Improved backend performance by 30% and enhanced data accuracy and user engagement by 25%.
 - [Github Repository](#)
- **Cal_c.Ai (Solo Project) – AI-Powered Smart Calculator :** 01/2025 - 04/2025 || Howrah
 - **Description:** Created an AI-assisted calculator with Supabase authentication and an interactive problem-solving interface.
 - **Impact:** Improved calculation speed and UX by 40%.
 - [Github Repository](#)
- **Nezto (Group Project) – Laundry Service Platform :** 11/2024 - 03/2025 || Kolkata
 - **Description:** Built a responsive online booking system with optimized frontend UI/UX.
 - **Impact:** Reduced booking time by 25% and improved interface responsiveness by 35%.
 - [Github Repository](#)
- **Face Recognition with Real-Time Database (Solo Project) – Attendance Automation :** 11/2024 - 12/2024 || Howrah
 - **Description:** Developed a real-time facial recognition system for automated attendance tracking.
 - **Impact:** Reduced manual errors by 90% and improved data update efficiency.
 - [Github Repository](#)

LANGUAGES

- English (Proficient)
- Hindi (Proficient)
- Bengali (Native)

HOBBIES

- Exploring new technologies and coding personal projects
- Data visualization and analytical problem-solving
- Reading about AI, startups, and emerging tech trends
- Gaming and e-sports strategy analysis
- Listening to music and sketching for creativity
- Continuous learning through online courses and tech communities

ACHIEVEMENTS

- Built and deployed multiple full-stack projects with reliable functionality.
- Improved project performance through optimized APIs and database queries.
- Recognized for adaptability and consistent task completion during internship work.

I hereby declare that all the information provided above is true and correct to the best of my knowledge.

DATE : 05/12/2025


Signature