**Akash Gupta** [**5322.akashgupta@gmail.com**](mailto:5322.akashgupta@gmail.com%20) ****

## Technical Support Executive

**7974751527**

**JR Makwoods Apartment, Bommanhali, Bengaluru 530068 India **

<http://www.linkedin.com/in/akash-gupta-a765a2122> ****

To work in a progressive environment that offers challenges and opportunities to enhance my knowledge and to grow as a competent professional through nurturing my analytical and technical skills, while adding value to the organization.

# Work Experience



**Java Developer**

*10/2020 present*



***Role:***

* Check with servlet part what will be the issue in API .
* Rectify the api .
* Check the api in postman .
* Provides documentation and upload the jar .

**Technical Support Executive**

## Teleperformance

*12/2017-08/2018 Indore*

***Role:***

* Answer incoming calls and respond to customer’s emails
* Management and resolve customer complaints
* Identify and escalate issues to supervisors
* Provide product and service information to customers
* Document all call information according to standard operating procedures
* Complete call logs and reports
* Research required information using available resources
* Research, identify, and resolve customer complaints using applicable software

# Skills

Languages:

* Java, JDBC, JSP, Servlet,Rest Api, Javascript

Web & Server Technologies:

* HTML,CSS, tomcat apache ,

robo 3t

Database:

* MySQL, NoSQL

Operating System:

* Windows 7,10

Tools:

* MS Office, MS Visual Studio, Brackets, JDK, Eclipse, MYSQL Workbench,Postman,dbeaver,Apigee.

# Projects

E-Commerce

Using Collection, JDBC, Servlet ,JSP, MySQL.

Library Management System

Using JDBC, Servlet, JSP, MySQL

BE Final year Project

Dual operating drilling machine,

Farmsheet.

**Quality Analyst**

**SPGS Minerals**

*07/2016-11/2017*  *Satna*

***Role:***

*-* Comply meticulously with government

regulations and standards with a minimal amount of employee time and effort.

- Demonstrate that sampling and analytical variances are small relative to geological variance.

# Education

### Bachelor of Engineering



Rishiraj Institute of Technology

*07/2012 - 06/2016 Indore/6.69 CGPA*

XII

### Christ Jyoti Senior Secondary School

*04/2011 – 03/2012 Satna/60.21%*

### Secondary school Leaving Certificate(X)

### Christ Jyoti Senior Secondary School

*04/2010 – 03/2011 Satna/6.67 CGPA*

# Training

->Completed training at ABC Technology and training for Full Stack Developer in Bangalore 2020

->Completed training for Java Developer at Techilli in Indore in the year 2018

->Completed industrial training at KJS Cement

# Languages

# English,Hindi