

# RESUME



## DURGA SHANKAR MOHANTY

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## SUMMARY

Motivated professional transitioning from Customer Support to Software Development, leveraging strong analytical and problem-solving skills gained from resolving client issues. Proficient in Java, Spring Boot, SQL, and web technologies, with hands-on project experience in CRUD applications and weather prediction systems. Seeking an Opportunity to apply technical expertise and customer-focused thinking to build efficient, scalable, and user-friendly applications.

## WORK EXPERIENCE

### CUSTOMER SUPPORT EXECUTIVE | IMARQUE SOLUTION PRIVATE LIMITED MAY 2023 - NOV 2024

- Respond to technical support queries via phone, email, chat, or ticketing systems.
- Handled customer queries and technical issues, achieving an average 90% first-contact resolution rate.
- Assist end-users in understanding and using IT systems, tools, or software.
- Analysed recurring customer issues to provide feedback for product improvement.
- Assisted in knowledge base creation, reducing repeat queries by 25%.

## EDUCATION

Degree	School/College	Board/ University	Year of Passing	Percentage
B.Tech (CSE)	VISHWAVIDYALAYA ENGINEERING COLLEGE AMBIKAPUR	CSVТУ	2022	1st (83.5%)
HR SEC (12TH )	SARASWATI SHISHU MANDIR GEVRA PROJECT	CGBSE	2017	1st (78.5%)
HIGH SCHOOL (10TH )	SARASWATI SHISHU MANDIR GEVRA PROJECT	CGBSE	2015	1st (82%)

## PROJECT UNDERTAKEN DURING B.TECH

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### PROJECT NAME : E – HEALTHCARE MANAGEMENT SYSTEM

ROLE : Frontend Developer

TEAM : 05

DURATION : 3 Months

The project E-Healthcare Management System includes registration of patients, storing their details into the system, and also computerized billing in the pharmacy, and labs.

### PROJECT NAME : COLLEGE EVENT DISPLAYER

ROLE : Frontend Developer

TEAM : 03

DURATION : 3 Months

Our main purpose to create this project is to easy handle and organized our college function and events likes: Engineer's Day, and some cultural event and also we are adding our all-event pictures in a gallery for looks attractive.

### PROJECT NAME : EMPLOYEE MANAGEMENT SYSTEM [Link](#)

ROLE : Frontend Developer & DB

TEAM : 03

DURATION : 3 Months

This Project help to organized work flow and maintain simplicity of any company. We are providing many options like : add employee, delete employee, project assign and apply leave etc. Its help to employee for finding project and user friendly.

## TECHNICAL SKILLS SET

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- JAVA & JAVASCRIPT
- MS EXCEL, MS WORD & MS POWER POINT
- HTML & CSS [BOOTSTRAP]
- SQL
- Spring Boot, MVC & MICROSERVICES

## ADDITIONAL INFORMATION

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- **Languages** : Hindi, English
- **Certification-1** : Web Development (Internshalla).
- **Certification-2** : Android with Core Java (IIT Kanpur).
- **Certification-3** : Career Edge - Knockdown the Lockdown (TCS).
- **Certification-4** : Web Technology & Hosting (NIT-Raipur).
- **Certification-5** : Java Full stack (Soft logic System – IBM Authorized)
- **Achievement** : 3rd Prize in Hackathon from EdegFx Technologies
- **Hobbies** : Travelling, Playing Cricket and badminton, Listening to Music
- **Strength** : Punctuality, Team Work, Positive Attitude, Problem Solving.

## DECLARATION

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I hereby declare that the information furnished above is true to the best of my knowledge.

DURGA SHANKAR MOHANTY