

Gaurav Sharma

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SUMMARY

Web Development aspirant with wide experience in product support & worldwide enterprise support environment. Excellent problem-solving skills and conflict resolution. I am able to learn & master new skills & technologies in fast pace environment. Actively involved in self learning and coding with hands experience on React & JavaScript with MVC and OOPS approach. Looking for an opportunity to use my knowledge to be an asset to a company in need.

TECHNICAL SKILLS

- Front End: HTML, CSS, Bootstrap, JavaScript/ES6/ES2017, React JS, Responsive Web Design
- Database: MongoDB & Firebase
- Version Control: GIT, GitHub,
- Testing: JEST, Enzyme
- Other Tools: WebPack, Babel, JIRA, Heroku, VSCode

WORK EXPERIENCE

Oct-2017 to Present

Support Analyst

SALCURO Software Development, Jaipur

- Front-line primary technical support to end users on various technical issues and queries for software products and services.
- Creating knowledge-base and other supporting documents to communicate complex and technical information more easily across internal team.

July-2014 to Feb-2017,

Technical Support Engineer

The Phone Support Pvt. Ltd, Jaipur

- Provided technical & desktop support for clients on a wide range of company products, resolving issues at a 95% rate.
- Handling support queries to assist end users by utilizing remote session and ticketing system.

June 2013 to June 2014

Customer Support Executive

Teleperformance, Jaipur

- Takes calls and listens to client concerns regarding their company products and services
- Responds to client inquiries about technical support and product complaints through phone, chat, or e-mail.

EDUCATION

- **Bachelor of Computer Applications, IGNOU University, 2017, Jaipur Rajasthan.**
- **Training and certifications:**
 - Responsive Web Design Course - freeCodeCamp.org
 - The Complete React Developer Course (w Hooks and Redux) –Udemy.com