

GUL BHATNAGAR

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PROFESSIONAL SUMMARY

Solution-oriented Computer Science undergraduate with hands-on experience in SaaS and CRM-style platforms, customer requirement understanding, and solution presentation. Strong interest in Presales and customer-facing roles involving demos, documentation, and solution mapping. Effective communicator who bridges product capabilities with business needs.

EDUCATION

Bachelor of Technology – Computer Science and Engineering
Vellore Institute of Technology, Bhopal

2022 – 2026
CGPA: 8.20/10

CORE SKILLS

Presales	Requirement Gathering, Solution Mapping, Demo Support
SaaS / CRM	Workflow Understanding, Automation Concepts, Dashboards
Technical	Java, MySQL
Business	Stakeholder Communication, Documentation, Presentations

RELEVANT EXPERIENCE

Full Stack Developer Intern – Karvatech Solutions (Remote) Jun 2025 – Oct 2025

- Supported client-facing SaaS applications by understanding requirements and explaining workflows.
- Assisted in preparing documentation and feature explanations for internal and external stakeholders.
- Collaborated with cross-functional teams to refine solutions based on feedback.

Machine Learning Intern – SmartData Enterprises (Remote) Nov 2024 – Jan 2025

- Worked on business use-case driven projects with focus on outcomes and clarity of insights.
- Communicated results and solution impact to non-technical stakeholders.

CRM & SAAS PROJECTS

CRM Customer Insights Dashboard

- Built an interactive CRM-style dashboard to analyze customer data, predict churn probability, and evaluate customer sentiment.
- Enabled faster decision-making by presenting insights in a clear, business-friendly format.

AI-Powered Customer Support & Engagement Tool

- Developed an AI-based support system to handle customer queries and feedback across multiple use cases.
- Improved customer experience by mapping common issues to automated, solution-driven responses.

KEY ACHIEVEMENTS

- Built and supported live demos and dashboards used by 50–200+ users.
- Translated customer needs into solution workflows aligned with SaaS and CRM use cases.
- Simplified complex concepts into clear presentations for non-technical audiences.

CERTIFICATIONS

AWS Cloud Practitioner — Google Data Analytics — Oracle Cloud Infrastructure — Power BI