

Debraj Ghosh

TECH SUPPORT

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[GitHub](#)

SUMMARY

Motivated and technically skilled MCA graduate seeking a Technical Support Executive role where I can apply my troubleshooting, communication, and analytical skills to assist users, resolve system issues, and contribute to a high-quality customer experience. Passionate about problem-solving, learning new technologies, and delivering efficient IT support.

TECHNICAL SKILLS

- **Operating Systems:** Windows 7/8/10/11, Linux (Basics)
- **Hardware:** Assembling PCs, BIOS configuration, disk partitioning, peripheral setup
- **Software:** MS Office, Remote Desktop Tools, System Installation & Configuration
- **Networking:** LAN/WAN setup, IP configuration, basic router/switch setup, troubleshooting connectivity issues
- **Other Skills:** Ticketing systems (JIRA, ServiceNow – basic knowledge), Customer handling, Email etiquette

ACADEMIC

Year	Degree	Institute	Cumulative Grade Point Average
2024	Master of Computer Application	Lovely Professional University	6.68/10
2022	Bachelor of Computer Applications	Brainware University	9.45/10

PROJECTS

Think board [Link](#)

May '25 — Jul '25

React.js, Node.js, Express, MongoDB, Tailwind CSS

- Created a digital note-taking web app with user authentication based on JSON Web Tokens.
- Implemented full CRUD operations and secure password encryption with bcrypt.js.
- Launched the frontend on Netlify and the backend on Render.

Ecommerce Chat Helper [Link](#)

Aug '25 — Sep '13

Typescript, JavaScript, React.js, Node.js, Express, MongoDB

- Built an AI-powered chatbot for an e-commerce platform using GPT API, enabling real-time customer support for product queries, order tracking, and personalized recommendations.
- Integrated authentication and analytics with backend (Node.js/Express + MongoDB), improving user engagement tracking and providing insights for business decisions.
- Implemented automation workflows (FAQ resolution, lead capture, and support ticket generation), reducing manual intervention and enhancing customer experience.

KEY STRANGTH

- Excellent verbal and written communication
- Quick learner and adaptive to new tools
- Strong logical thinking and patience in resolving issues
- Team player with customer-focused attitude

CERTIFICATION

- Google IT Support Professional Certificate (Coursera,2024)
- Cloud Computing – IBM (2023)

LANGUAGE

- English – Fluent
- Hindi – Fluent
- Bengali – Native