

# Mayurraj Singh Rathore

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## PROFILE

A dedicated and enthusiastic B.Tech Computer Science undergraduate, Actively seeking a summer or technical internship to gain or build hands-on industry experience and apply classroom knowledge to real-world scenarios. As a fresher, I possess a solid understanding of programming fundamentals with hands-on practice in C, C++, and MySQL, along with a growing interest in web development and data structures. Passionate about learning new technologies and applying them to real-world problems. Known for being a quick learner, team player, and having a strong desire to grow in the tech field through practical exposure and continuous learning.

## EDUCATION

**JG University Asia Campus Ahmedabad**, *B. Tech* 2024 – 2028 | Ahmedabad, GJ  
Computer Science and Engineering

**Sahjanand School of Achiever**, *Sr. Sec. Education* 2023 – 2024 | Ahmedabad, GJ  
Mathematics and Science

**Sunrise Public Sr. Sec. School**, *Sec. Education* 2021 – 2022 | Aspur, Rj

## PROFESSIONAL EXPERIENCE

**Shott**, *CSR(Customer Service Representative)* April 2024 – July 2024 | SBR, Ahmedabad

- Provided timely and effective assistance to customers via multiple channels, ensuring a high level of satisfaction with gaming products and services.
- Resolve customer inquiries, complaints, and technical issues related to gaming software, account management, and in-game functionalities.
- Offer personalized support and guidance to players, ensuring a seamless gaming experience and addressing gameplay concerns or troubleshooting needs.
- Collaborate with internal teams to escalate and track complex issues, ensuring efficient and accurate resolutions in alignment with company policies.
- Maintain detailed records of customer interactions, feedback, and issues, contributing to continuous improvement in customer support processes and player retention strategies.

## SKILLS

**Tools and Technologies:** C, C++, HTML5, CSS3

**Database:** MySQL

**Others:** Communication, Collaboration, Problem-Solving, Critical Thinking, Time Management, Adaptability, Creativity, Leadership, Presentation Skills.

## LANGUAGES

Hindi, English, Gujarati

## CERTIFICATES

**Hindi Literature**

*School level competition*