Parth Chauhan

Solutions Consultant

A Zealous Solutions Engineer who has a keen interest in coding, E-Sports, Swimming and love to interact with people. Work with the clients closely on understanding what is wanted and how is it wanted. A strong decision maker and and adaptive person with firm grasp of learning and evolving.

Contacts

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🔗 parthchauhan0011.github.io/portfolio/

Tech Skills

HTML, CSS, JavaSript, C++, Java, API, Python

Tools

Jira, Confluence, GTM, ECP, Looker, MMP

Skills

Patient, Management Skills, Smart Worker, Engineering Solutions, Hunger to Learn, Technical Troubleshooting

Trainings

JP Morgan Software Engineering Virtual Experience, Web Development Masterclass, Coding Blocks - C++, HackerRank - Java

Projects

AI ChatBot, Computer Repair Shop, To Do List Weather Details App, TV Show App PingSweep, Shortest Distance Calculator

Hobbies

E-Sports, Badminton, Traveling Riding, Swimming, Workout

Pre-Sales Solutions Consultant

Wati.io   May 2024 - Present

- Collaborate with potential customers to develop customized WhatsApp communication strategies and implementation plans
- Conduct in-depth discovery sessions to identify critical business objectives and technological requirements
- Provide expert guidance on WhatsApp API-related solutions, including WATI application, chatbots, analytics, automations, and integrations
- Partner with sales teams to formulate compelling sales strategies and value propositions
- Collaborate with product teams to incorporate customer feedback into product development and roadmap planning

Technical Solutions Engineer

Criteo   July 2023 - May 2024

- Worked with diverse technologies such as different MMPs and ECPs
- Worked with APIs &GTM
- Worked on multiple projects at once, prioritize and execute a large number of tasks, and resolve issues quickly
- Provided guidance on best practices when implementing new technology solutions.
- Provided technical support in root cause failure analysis for significant production issues

Solutions Engineer

Whatfix   January 2022 - July 2023

- SPOT Award Winner
- Answered incoming support inquiries via chat and email using Zendesk and acted as L1 Support to Product related issues and queries
- Achieved Highest CSAT's (115) ever in any quarter (Customer Appreciation)
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.

Solutions Engineer - Intern

Whatfix   April 2021 - January 2022

- Resolved diverse range of technical issues across multiple systems and applications
  for customers and end-users across various time zones.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Managed over 3-4 customer calls per day to debug issues
- Used ticketing systems to manage and process support actions and requests.

Education & Learning

Bachelors of Technology in Computer Science

Lovely Professional University, Jalandhar, Punjab
Received 40% Scholarship
CGPA - 8.2   2018-2022

V.V D.A.V Public School, New Delhi

Senior Secondary (Non- Medical)
Secondary

CertMaster Learn for Linux+

CompTia 2021

Cyber Security Foundation Professional Certificate

CyberSec Foundation, 2021

Introduction to Cybersecurity

Cisco, 2020

Ethical Hacking

Internshala - 2020