

PARTH CHAUHAN

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| WWW: <https://parthchauhan0011.github.io/portfolio/>

Summary

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 on learning and evolving.

Skills

- Technical Troubleshooting
- API
- HTML, CSS, JS, C++, Java
- SaaS
- Management Skills
- GTM, ECP, MMP

Experience

- 07/2023 - Current
Criteo
Gurugram, India
Technical Solutions Engineer
 - Helped clients with integration and deployment of their Ads
 - 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 and investigations.
 - Offered technical assistance to clients to facilitate seamless installations and updates.
- 01/2022 - 07/2023
Whatfix
Gurugram, India
Solutions Engineer
 - Resolved diverse range of technical issues across multiple systems and applications for customers and end-users
 - Answered incoming support inquiries via chat and email using Zendesk and acted as L1 Support to Product related issues and queries
 - SPOT Award Winner
 - Achieved Use-Cases shared by clients
 - Achieved Highest CSAT's (115) ever in any quarter (Customer Appreciation)
 - Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- 04/2021 - 12/2021
Whatfix
Gurugram, India
Solutions Engineer Intern
 - Developed and implemented solutions for customer requirements.
 - Provided technical support and troubleshooting assistance to customers.
 - Created detailed documentation for all solutions developed.
- 01/2021 - 08/2021
Anti Cyber Crime Society
India
Cyber Security Intern
 - Hunting Phishing Websites
- 10/2020 - 01/2021
Virtually Testing Foundation
CA, USA
Cyber Security Intern
 - Virtualization, Hands-on Network & Security Concepts, Software Defined Networking Fundamentals

Education and Training

- Jalandhar, Punjab
Bachelors of Technology in Computer Science
Lovely Professional University
 - Received 40% Scholarship
 - CGPA - 8.2
- New Delhi
Senior Secondary in Non-Medical
V. V. D.A.V Public School
- New Delhi, India
Secondary
V. V. D.A.V Public School
 - Received Scholarship.

Certifications

- Ethical Hacking - Internshala
- Introduction to Cybersecurity - Cisco
- Cyber Security Foundation Professional Certificate
- CompTia CertMaster Learn for Linux+