

## Experience

2022-01 - Current	<b>Solutions Engineer</b> <i>Whatfix, Gurugram</i> <ul style="list-style-type: none"><li>Resolved diverse range of technical issues across multiple systems and applications for customers and end-users</li><li>Answered incoming support inquiries via chat and email using Zendesk and acted as L1 Support to Product related issues and queries</li><li>SPOT Award Winner</li><li>Achieved Use-Cases shared by clients</li><li>Achieved Highest CSAT's (115) ever in any quarter (Customer Appreciation)</li><li>Collaborated with supervisors to escalate and address customer inquiries or technical issues.</li></ul>
2021-04 - 2021-12	<b>Solutions Engineer Intern</b> <i>Whatfix, Gurugram</i>
2021-01 - 2021-08	<b>Cyber Security Intern</b> <i>Anti Cyber Crime Society</i> <ul style="list-style-type: none"><li>Hunting Phishing Websites</li></ul>
2020-10 - 2021-01	<b>Cyber Security Intern</b> <i>Virtually Testing Foundation, CA</i> <ul style="list-style-type: none"><li>Virtualization, Hands-on Network &amp; Security Concepts, Software Defined Networking Fundamentals</li></ul>

## Education

2018-06 - 2022-06	<b>Bachelors of Technology: Computer Science</b> <i>Lovely Professional University - Jalandhar, Punjab</i> <ul style="list-style-type: none"><li>Received 40% Scholarship</li><li>CGPA - 8.2</li></ul>
2016-04 - 2017-04	<b>Senior Secondary: Non-Medical</b> <i>V. V. D.A.V Public School - New Delhi</i>
2014-04 - 2015-04	<b>Secondary</b> <i>V. V. D.A.V Public School - New Delhi, India</i> <ul style="list-style-type: none"><li>Received Scholarship.</li></ul>

## Projects

<b>Portfolio</b> - HTML, CSS, JavaScript <ul style="list-style-type: none"><li>Published using GitHub Pages</li></ul>
<b>AI Chat-Bot</b> - Python <ul style="list-style-type: none"><li>Python, NLTK, Pandas, NumPy</li></ul>
<b>Port Scanner -Bash</b> <ul style="list-style-type: none"><li>Scan the ports of a particular website and provides us the results of the open ports.</li></ul>
<b>Hackathon - App Development (09/2019 - 10/2019)</b> <ul style="list-style-type: none"><li>Part of the team responsible for making a Social Platform.</li><li>Was responsible for testing of the Application and publishing it on Play store.</li></ul>
<b>COMPUTER REPAIR SHOP MANAGEMENT SYSTEM</b> - C++
<b>WEATHER DETAIL</b> - HTML, CSS, JavaScript, API

## Certifications

2020-06	Ethical Hacking - Internshala
2020-06	Introduction to Cybersecurity - Cisco
2021-01	Cyber Security Foundation Professional Certificate
2020-06	CompTia CertMaster Learn for Linux+



# Parth Chauhan

Solutions Engineer

## Contact

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<b>WWW</b> <a href="https://parthchauhan0011.github.io/portfolio/">https://parthchauhan0011.github.io/portfolio/</a>

## Skills

Management Skills, Problem Solving, Engineering Solutions, Customer Support, Technical Support

## Tech Stack

C++, Python, HTML, CSS, JavaScript, SQL, Jira, Zendesk, Confluence, Looker

## Extra Curricular

Founder of Quantum Student Organization  
Volunteer at CADAM NGO

## Hobbies

E-Sorts, Swimming, Workout, Reading, Web Series