

Shubham Dhoot

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SUMMARY

With an experience over 3.5 years, including 2 years as a Technical Support Engineer and 1.5 years as a Customer Support Advisor, I have embarked on a career transition journey. My goal is to leverage my skills and dedication to embark on a new chapter as a React Front-End Developer. With a strong foundation in problem-solving, effective communication, and technical expertise, I am excited to contribute to dynamic projects in the field of web development.

SKILLS

Languages: JavaScript

Font-end: React.js, HTML, CSS, Tailwind CSS

Version control: Git/GitHub

Soft Skills: Time management, Teamwork, Customer service, Stress management, Problem solving

PROJECTS

React Pizza Cart | *React.js, HTML, Tailwind CSS, Redux toolkit, React Router, VS Code*

- Utilized React to build a dynamic front-end interface that fetches menu items from a dedicated API
- Implemented user-friendly features, allowing customers to easily add, update, and customize their orders within the shopping cart
- Ensured data security and user authentication by requiring customers to submit their names before accessing the menu
- Incorporated location services to enable real-time address updates for a personalized ordering experience
- Implemented React guard routes to redirect users to the home page in case of missing user data or unauthorized access attempts

EXPERIENCE

Concentrix | *Subject Matter Expert*

August 2020 - September 2022

- Delivered technical support to B2B customers and partners, specializing in Microsoft 365 products, including Yammer and SharePoint
- Replicated reported problems in-house within controlled test environments to identify root causes
- Developed innovative workarounds to mitigate issues until permanent solutions were implemented, ensuring minimal disruption to users
- Collaborated effectively with cross-functional product teams, including developers, to communicate findings and facilitate issue resolution
- Demonstrated expertise in handling escalations and high-priority tickets, consistently delivering prompt and effective solutions to maintain customer satisfaction

Tech Mahindra Business Services | *Customer support specialist*

July 2019 - July 2020

- Offered comprehensive support to end-users of the Three UK telecom service by guiding customers in modifying their current service subscriptions, facilitating plan changes and upgrades - Managed and resolved customer disputes, including inquiries related to refunds, while effectively addressing and escalating issues as needed

WNS | *Customer support specialist*

Jan. 2019 – July 2019

- Assisted customers with their tour packages with TUI Airlines UK

EDUCATION

Rabindranath Tagore University

June 2021

Bachelor of Computer Application - 67%

Sir Parshurambhau College

July 2017

HSC - 74.44%