

Rituraj Tripathi

Support Engineer

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OBJECTIVE

Hybrid Technical Support & Front-End Specialist with experience of resolving customer issues, troubleshooting IT challenges, and maintaining web-based platforms. Combining technical expertise with strong communication skills, I excel in crafting intuitive user interfaces and delivering quality support. Seeking a remote role to leverage my IT and frontend background in a dynamic environment.

SKILLS

Frontend Development: React.js, JavaScript, HTML5, CSS, Tailwind, Material UI, WordPress

Backend Basics: Node.js, Express.js, REST APIs, MongoDB

DevOps & Tools: Git, GitHub, Vite, API integration

UI/UX Design: Responsive Design, Cross-Browser Compatibility, User Interface Optimization

Other Skills: Remote Desktop Tools, CDN and DNS Familiarity, Troubleshooting and Technical Support, Zoho and other CRM Tools

PROJECTS

- **GEMINI - CLONE** - Built a Google Gemini clone with React and Tailwind CSS, replicating design and functionality with responsive layouts.

Github Repository : <https://github.com/riturajtripathi139/Gemini-Clone>

- **MAARULA CLASSES** - Built a premium and responsive website for a coaching class in collaboration, ensuring a seamless user experience and professional online presence.

LINK : <https://maarula.in/>

- **VIVAH.LIVE** - Developed a premium live-streaming platform for Indian weddings, featuring real-time streaming and responsive design.

LINK : <https://vivah.live>

EXPERIENCE

MilkBasket - (Customer Support)

July 2025 – Present

- Worked closely with customers and technical teams to ensure smooth platform operations and resolve issues effectively..
- Identified and categorized customer issues, raised tickets, and assigned them to the appropriate technical teams for resolution.
- Provided customers with accurate information and the best possible solutions to ensure quick issue resolution and satisfaction.

SAPI Technologies - (React.js Developer Intern)

January 2024 – June 2024

- Implemented component-based architecture using JavaScript and React, accelerating frontend development by 35%.
- Collaborated with a team to build a responsive web application, enhancing customer engagement by 20%.
- Gained hands-on experience in live group projects, API implementation, and version control with git.

EDUCATION

Master of Computer Application (MCA - **AKS University**)

May2022 - July 2024

Bachelor of Computer Application (BCA) - Dr. **VSICS**

May 2018 – June 2021