

Sanjoy Saha

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Education

Netaji Subhash Engineering College, Kolkata

Bachelor of Technology in Computer Science and Engineering

Nov 2020 – June 2024

CGPA: 8.71

Holy Child English Academy

Class 12

April 2018 – March 2020

Percentage: 81.5

Skills

Programming Basics: Java, Python

Web Technologies: HTML5, CSS3, JavaScript, Tailwind CSS, React JS

Database Management: SQL, MySQL

Developer Tools: Git, GitHub, VS Code

Experience

Tech Mahindra

December 2024

Support Associate

Chennai

- Provided end-user support for **INDsmart Mobile App**, assisting users with transaction issues, authentication errors, and mobile app navigation across Android and iOS platforms.
- Promoted to **Premium Desk (CGRS Portal)** handling critical banking service requests and escalations from priority customers, ensuring high-quality issue resolution.
- Utilized tools such as **Talisma CRM**, **MS Excel**, **DCMS**, **HelpDesk** and **Outseer Fraud Manager** for efficient query tracking, incident reporting, and fraud monitoring.

Projects

VidConnect | *React JS, Next JS, shadcn UI, Stream API, Clerk*

[*Github*](#)

- **VidConnect** is a video conferencing platform that increased user engagement by **40%** and reduced meeting setup time by **30%** through **real-time participant management**, **screen sharing**, and **emoji reactions** using **Stream API**.
- Implemented flexible login options via **social sign-on** or **email/password** using **Clerk**, leading to a **50%** increase in user registration and a **20%** reduction in login-related support tickets.
- Enabled users to **start and schedule meetings**, **customize settings**, and **access a personal room** with a unique link, which improved scheduling efficiency.

GitHub Insight | *HTML5, CSS3, JavaScript, Gemini API*

[*Github*](#)

- **Developed a tool** that provides **detailed GitHub profiles**, increasing visibility of user contributions by **60%** and generating **100+ interactions per day**.
- Employs the **Google Gemini API** to **roast GitHub profiles**, offering an entertaining take on profile data with a fun twist enhancing user engagement with profile insights by **50%**.
- Analyzed GitHub activities such as **top repositories**, **pull requests**, **issues**, and **external contributions**, improving project collaboration by **30%**.

Certifications

- Pursuing **Full Development Certification** from **Besant Technologies** (August 2025 - Present)
- Completed **Python Certification** from **Besant Technologies** (July 2025)
- Completed **Java Certification** from **Besant Technologies** (August 2025)

Achievements

- Winner of **Smart India Hackathon 2023**: Our team developed a solution for “Automated Public Lighting (PSID-1300),” improving public lighting efficiency by 70%.
- Completed **2X Hacktoberfest**: Merged and had approved 4+ pull requests, contributing to open-source projects and enhancing code quality.
- Featured on **Hashnode** in Fall, December 2024 for the blog post *GitHub Foundations Certification Exam Guide*.