

Saurabh Gaygol

Mobile:- +91 8805973292

Email:- saurabhgaygol369@gmail.com

Linkedin:- <https://www.linkedin.com/in/saurabh-gaygol/>

GitHub:- <https://github.com/saurabhgaygol>

Address:- Kharadi Bypass, Pune - 411036



My Portfolio

CAREER OBJECTIVE:

Passionate **Full Stack Developer** with a strong technical support background, skilled in creating seamless, user-centric web applications. Proficient in both **front-end** and **back-end** technologies, I thrive on solving complex challenges and delivering intuitive digital experiences. Eager to contribute to innovative projects and teams while staying at the forefront of tech advancements.

TECHNICAL SKILLS

UI/UX Design:- Figma

Web Technologies:- HTML, CSS, Bootstrap, JSP, Servlet, JDBC

Programming Languages:- Core Java, J2EE, SQL

Database:- MySQL

Ticketing Software:- Faveo

Operating System:- Windows 10/11

PROFESSIONAL EXPERIENCE

Satcop India Pvt. Ltd

Present

Project Manager

As a Project Manager, I successfully led **SGP** and **Route Optimization projects**, which are now live, ensuring flawless execution and optimal performance. I played a key role in **software testing** and issue resolution, improving platform efficiency and reliability. By collaborating with cross-functional teams, I ensured the accurate collection and processing of **critical data**, enabling informed decision-making. Additionally, I managed **third-party panel development costs**, optimizing budget allocation while maintaining high project quality.

Satcop India Pvt. Ltd

Jun 2024 - Oct 2024

Technical Support Team Lead

I effectively led a team of **support specialists**, driving improvements in response times and overall **customer satisfaction**. I managed escalated **technical issues**, collaborating closely with **engineering teams** to ensure swift and accurate resolutions. Additionally, I developed and delivered comprehensive **training programs** to enhance team skills, ensuring a high level of technical proficiency and **customer service** excellence.

Satcop India Pvt. Ltd

Sep-2023 - May-2024

Technical Support Executive

Provided first-line technical support to customers, ensuring quick and efficient resolution of issues.

Consistently achieved high customer satisfaction rates by delivering exceptional service and support.

Developed troubleshooting guides to streamline the support process, improving team efficiency.

Collaborated with cross-functional teams to address and resolve complex technical issues, contributing to the overall success of the team and customer retention.

PERSONAL PROJECT

Developed a **movie ticket booking web application** that allows users to add, delete, and book movie seats, as well as update movie details. The system provides an interface displaying the added movie name, actor name, and booking seat numbers. Utilized key technologies including **Java, HTML/CSS, MySQL, JSP, Servlet**, and **JDBC** to perform **CRUD** operations, improving my database management skills. Additionally, I gained exposure to **Hibernate** while working on the project, enhancing my understanding of modern development frameworks.

EDUCATION

Full Stack Web Development Training (2023)

I completed a **Full Stack Web Development** course at **Mindscripts Tech**, Viman Nagar, Pune. This training enhanced my skills in **frontend** and **backend technologies**, preparing me for web application development.

Bachelor of Engineering:- Mechanical Engineering (2022)

I earned my **Bachelor's degree** in **Mechanical Engineering** from **Amravati University**, Maharashtra, with an impressive **83%** score. Throughout my studies, I developed a strong foundation in problem-solving, analytical thinking, and technical expertise.

HSC:- Science (2017)

I completed my **Higher Secondary education** in Science from **Amravati University**, Maharashtra, securing **61.69%**. This phase strengthened my understanding of core scientific concepts and analytical skills.

SSC:- General (2015)

I successfully passed my **Secondary School Certificate (SSC)** from **Amravati University**, Maharashtra, with a **62.40%** score. This academic milestone laid the groundwork for my future technical education and problem-solving abilities.

LANGUAGES

- Marathi
 - Hindi
 - English
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CERTIFICATIONS

Introduction to Ethical Hacking – Great Learning

I completed the **"Introduction to Ethical Hacking"** course from **Great Learning**, gaining fundamental knowledge of cybersecurity threats, vulnerabilities, and ethical hacking techniques. This course helped me understand security measures and best practices to protect digital systems.

UI/UX – Great Learning

I successfully completed a **UI/UX course** from **Great Learning**, where I learned the principles of user interface and user experience design. This training improved my ability to create visually appealing and user-friendly digital products.