SWATI SINGH

Lucknow, Uttar Pradesh

📞 +91-7355627554 ✉ singhswatii147@gmail.com in LinkedIn ⚙ GitHub

Education

VIT Bhopal University   **2021 − 2025**
B.Tech, Computer Science and Engineering   *CGPA: 8.21/10*

Experience

Startek   **May 2025 − Present**
Customer Support Executive   *Lucknow*
- Performed backend auditing of digital menu data to ensure accuracy, consistency, and compliance with platform guidelines.
- Utilized proprietary internal tools to review, verify, and update restaurant details, menu items, and pricing across global datasets.
- Collaborated with QA and internal support teams to flag inconsistencies, track resolution status, and maintain service quality benchmarks.
- Documented and categorized errors, contributing to process improvements and SOP development for future audits.

Ethnus   **Aug 2024 − Oct 2024**
MERN Stack Intern   *Remote*
- Developed **PetReunite**, a full-stack web application using React.js, Node.js, Express.js, and MongoDB to help users report and find lost pets.
- Implemented secure user authentication, routing, and RESTful API integration with modular and responsive UI components.
- Worked in Agile sprints with version control on GitHub, actively participating in daily stand-ups, testing, and code reviews.
- Gained hands-on experience in end-to-end development, deployment, and debugging of scalable web applications.

Projects

coffeeScribe   **May 2024**
ReactJS, MongoDB, REST API   *Online*
- Designed and developed a full-stack note-taking platform with rich-text editing, enabling users to create, edit, and manage personalized notes.
- Implemented secure user authentication and protected routing ensuring data privacy and session control.
- Built and connected RESTful APIs using Node.js and Express.js for real-time CRUD operations with MongoDB integration.
- Deployed the application on Render with a fully responsive ReactJS frontend, supporting cross-device compatibility and smooth user experience.

DSA Saga   **Dec 2023**
ReactJS, CodePen, CSS   *Online*
- Designed and developed an educational web platform offering a structured roadmap for mastering Data Structures and Algorithms, aimed at coding interview preparation.
- Integrated topic-wise quizzes for real-time self-evaluation, and embedded interactive coding demos via CodePen to enhance conceptual understanding.
- Utilized React Router for smooth, multi-page navigation and built modular, reusable components to improve maintainability and scalability.
- Crafted a visually intuitive and responsive user interface using CSS, ensuring consistent user experience across desktops, tablets, and mobile devices.

Skills

Technical Skills: HTML, CSS, JavaScript, ReactJS, MongoDB, REST APIs

Tools: MS Excel, Google Workspace, proprietary backend tools, MS Teams, Google Meet

Soft Skills: data validation, communication, multitasking, collaboration, adaptability

Certifications

AWS Certified Cloud Practitioner – Gained foundational understanding of AWS services, cloud concepts, and basic architectural best practices.

MERN Stack Developer – Ethnus – Completed hands-on training in full-stack web development using MongoDB, Express.js, ReactJS, including the end-to-end development and deployment of a real-world application project.