

## HIMANSHU GUPTA

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### PROFESSIONAL SUMMARY:

Analytical and detail-oriented professional with experience in telecom compliance operations, SMS campaign management, and customer support. Skilled in DLT configuration, log verification, and RCA management, ensuring adherence to TRAI and NDNC policies. Adept at handling enterprise clients, troubleshooting delivery issues, and collaborating across teams to achieve operational excellence and customer satisfaction.

### PROFESSIONAL EXPERIENCE:

#### Executive – Customer Support | Sinch India Pvt. Ltd. | Noida | Sep 2024 – Present

Providing L1 technical support for client SMS campaign operations, ensuring TRAI compliance and NDNC policy adherence.

Managing client accounts for SMS delivery, log verification, and consent proof submission within defined SLA timelines.

Coordinating with clients and internal teams through CRM (Salesforce) and ticketing tools (JIRA) for timely resolution. Enhanced client satisfaction and delivery efficiency through process improvements and proactive communication.

#### Full Stack Developer Intern | Cloudstrats Technology Pvt. Ltd. | Delhi | Jul 2023 – Jan 2024

Developed React-based components to enhance UI/UX and improve customer interaction experience.

Built speech-to-text executable for Indian vowel recognition using Python and integrated text analytics modules.

Collaborated with cross-functional teams for full-stack product enhancements and API integration.

### KEY PROJECTS:

#### PE–TM Chain Binding & DLT Compliance:

Managed PE–TM chain creation and approval across DLT portals (Jio, Airtel, Vodafone, BSNL) to ensure compliance with TRAI regulations.

Verified TM roles (TM-AF / TM-DF), resolved chain-related delivery failures, and coordinated with operators.

Ensured 100% TRAI compliance during project lifecycle and improved client onboarding experience.

#### DLT Configuration & SMS Delivery Optimization:

Assisted enterprise clients in registering entities, headers, and templates on DLT portals for regulatory approval.

Troubleshoot SMS delivery failures, analyzed DLR logs, and raised JIRA tickets for technical issue resolution.

Ensured complete adherence to DLT framework and telecom compliance standards while improving delivery performance.

Tools: QTEL, DLT Portals, JIRA, Excel

### EDUCATION:

#### Master of Business Administration (MBA) – Pursuing (2024–2026)

Dr. A.P.J. Abdul Kalam Technical University

#### Bachelor of Technology (B.Tech), Electrical & Electronics Engineering – 2017–2021

BBD Northern Indian Institute of Technology

### TECHNICAL & CORE SKILLS:

Technical Tools: Salesforce CRM, QTEL, JIRA, DLT Portals, MS Excel, Python, Git/GitHub

Technical Knowledge: API Integration, Log Analysis, Database Query Basics (SQL), SDLC, Basic Networking,

Telecom Compliance (DLT, NDNC)

Core Competencies: Problem Solving, RCA & Analysis, Customer Support, Process Documentation, Communication, Team Collaboration, Time Management, Attention to Detail.