

# VISHU BHARDWAJ

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**Portfolio:** <https://www.aimlessjourney.co.in/>

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## Resume

### Summary

I'm Vishu, from Noida, NCR India. I'm an Engineer. That's how I define myself and that's how I work. Over the years I've worked in the food industry and wore many hats. After the pandemic and for my personal life reasons, I wanted to build a remote career. I'm following my passion for Art, computers, web and tech.

### Career Objective

What makes me tick is curiosity and I love taking things apart, don't worry, I love to put things back together too. I design and develop and I'm not limited by my tech stack. Being flexible and highly open-minded has allowed me to have a cross-domain career. I'm aiming to work remotely as who I am. I love solving problems that make people happy.

### Experience:

#### **Technical Support Engineer | Wingify pvt ltd / VW0**

(July 2022 - May 2023) | Remote

- Research, diagnose, troubleshoot, and identify solutions to resolve customer issues.
- Regular and proactive follow-ups with customers with recommendations, workarounds, updates, and action plans.
- Log software defects using a bug tracking system and work closely with software developers to analyze the defects and track them to resolution.
- Provide technical support to customers via email, chat and phone calls.
- Create internal or external knowledge base articles/whitepapers.
- Work with the product management team to continuously evolve the product based on customer feedback, reported issues, and new

trending technologies.

### **Web and IT operations freelancer | Freelance**

(Jan 2022 – May 2022) | Remote

- Worked with an Art gallery on planning and redesigning their website.
- Researched DeFi, NFT and the crypto landscape to figure out the strategy.
- Managed day-to-day business operations for an IT consulting company.

## **Skills**

### **Software**

- Full Stack Software Development (HTML, CSS, JavaScript, Python, SQL, bash, git)
- Office software suite, Figma, Krita, Inkscape, GIMP.

### **Management**

- Experience with working with multiple teams.
- Experience with managing professional teams as well as a sports team in college.
- Experience with working alone on-site as well as remotely.
- Capable of meeting goals on time.

### **Soft Skills**

- Excellent written and verbal communication skills.
- Excellent attention to detail.
- Ability to break down complex topics into understandable information.

## **Education**

- Self taught Web Developer