



SHRUTI R. GUPTA

TECHNICAL SUPPORT ENGINEER

CONTACT

- 📍 Amravati, Maharashtra
- ✉️ shrutirgupta.srg@gmail.com
- ☎️ +91-9834041578
- 🌐 [Shruti-R-Gupta](#)
- 🔗 [ShrutiGupta-webdev](#)
- 🌐 [Portfolio-Shruti Gupta](#)

CUSTOMER SERVICE SKILLS

- Customer Success
- Conflict Resolution
- Troubleshooting skills
- Proactive Listening
- Relationship Building

TECHNICAL SKILLS

- Linux Terminal Operations
- Shell Scripting Operations
- Operating System
- TCP/IP, Networking
- MySQL, Basic MongoDB
- JavaScript

SOFT SKILLS

- Problem Solving Skills
- Compassionate & Empathetic
- Assertive Communication
- Leadership skills
- Strategic and Creative Planning

ACHIVEMENTS & AWARDS

- House Captain of Team SAPPHIRE
- Chess and Skate competition, Swimming Relays
- 1st Prize in Design and Arts

CERTIFICATIONS

- ️ [Hackathon Coordinator \(2017\)](#)
- ️ [Cyber Security Workshop \(2017\)](#)

SUMMARY

Seeking for Technical Support role, eager to learn new technologies and prototype new ideas. An enthusiast in doing hands on practical work. Have capability to work in teams by providing valuable support. Seeking to provide enhanced technical support to enterprise organizations. Ability to learn new software and technologies quickly.

EDUCATION


Technical Support Engineering | Full-time

Masai School, Bengaluru
May 2022 - April 2023


B.E Computer Science and Engineering

H.V.P.M College Of Engineering and Technology, Amravati
Aug 2016 - Sept 2020

PROJECTS

Freshworks :  A cloud based company provides Fresh approach to building and delivering *software-as-a-service*.

- **Group project** - Completed within 2 days.
- **Features** - Used framework of revealjs. Used transition and design layouts
- **Endeavors** - User onboarding process, Company Research
- **Tech Stack** - HTML, CSS, JS, Reveal.js

Internthrive.com:  A website where we can get upskills courses and person can search for relevant jobs.

- **Group project** - Completed within 5 days.
- **Endeavors** - Dashboard page, Product page.
- **Tech Stack** - HTML5, Bootstrap, JavaScript (ES6).
- Shortlisted as a Runner-up in the construct week.

WORK EXPERIENCE

INTERNATIONAL SALES REPRESENTATIVE

KEN INSTITUTE | MAY 2020 - MAY 2021

- Counselling HSE professionals for their career upgradation.
- Maintaining Student Data Sheets.

BUSINESS DEVELOPMENT MANAGER

LANCECAPS WEB PVT. LTD. | Freelancing

- Developing new ideas for organization via B2B communication
- Market research & analysis and working on different aspects of organizational growth

INTERNSHIPS AND TRAININGS

WORDPRESS/HTML INTEGRATOR

V SPLASH TECHLABS Pvt. Ltd. | JAN 2022 - MAR 2022

Python and IOT

OBDUARATE Pvt. Ltd. | JULY 2019 - AUG 2019

UI/UX Essential training on FIGMA

UDEMY ONLINE TRAINING | [Projects on UI](#)