CURRICULUM VITAE

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CAREER OBJECTIVE:

Seeking a challenging career that offers an opportunity to move up in organizational hierarchy, eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Motivated to learn, grow, and excel in organization.

TECHNOLOGY:

Programming Language	**Java, Java Script, Python, SQL**
Database	**DBMS, MongoDB**
Tools	**HTML, CSS, React.js, Node.js, Bootstrap, Git-Hub, jQuery**

CERTIFICATIONS:

Organization	Topic of Training	Completion time
Coding Ninjas, Gurugram	Full stack web development	March 2022 – August 2023
Coding Ninjas, Gurugram	Database management system	May 2022 – Nov 2022
Coding Ninjas, Gurugram	Operating system	March 2022- April -2022
Coding Ninjas, Gurugram	Java	Nov 2021- Jan 2022
Tamil Nadu Agricultural University	Micro Irrigation system and control	June 2016 – July 2016
CEPTA, Dehradun	CREO (Pro-E)	June 2015 – July 2015

WORK EXPERIENCES:

Customer Care Representative – Busybees Logistics Solutions Private Limited
Xpressbees | Sep 2024 – Present

Responsibilities:
- Assisted customers with shipment tracking, delivery inquiries, and order modifications across phone, email, and chat channels.
- Resolved issues related to delays, lost, or damaged items, coordinating with internal teams for swift solutions.
- Documented interactions in CRM for accurate record-keeping and follow-up.
- Provided clear information on company policies and procedures to manage customer expectations.
- Collaborated with drivers and warehouse staff to ensure timely, efficient delivery services.

Customer Service Representative – Health Insurance
Eureka Outsourcing Solutions | June 2024 – Sept 2024

Responsibilities:
- Conducted tele sales for Star Health Insurance, promoting and selling medical insurance plans.
- Explained policy benefits and features to potential clients and addressed their queries.
- Maintained customer interaction records and followed up to close sales.
- Ensured regulatory compliance and accurate handling of customer data.

ACADEMIC QUALIFICATIONS:

Class	Year	Institute	Board	Percentage
Class 10th	2010	SDA higher Secondary school, Khurda Orissa	ICSE	73.5%
Class 12th	2011-2013	Stewart School, Bhubaneswar Orissa	ISC	60.5%
B.Tech. Agricultural Engineering	2013-2017	SHIATS, Allahabad	Allahabad agriculture, approved by AICTE	80.0%
Full Stack Development (MERN)	2021- 2023	Coding Ninjas, Gurugram, Haryana		Completed

<u>PROJECT DETAILS:</u>

1. **Simple Calculator**
   - A Dynamically optimized web-based Calculator.
   - Technologies used - **HTML, CSS, and JS.**
   - Link - https://shubhammhp.github.io/Simple_Calculator/
2. **Resume Template**
   - Technologies used - **HTML, CSS, and JS.**
   - Created a resume template with Dynamic optimize for devices.
   - Link - https://shubhammhp.github.io/resume_template/#portfolio
3. **Meal Recipe**
   - Technologies used - **HTML, CSS, and JS.**
   - Created a Meal Recipe website optimized for Desktop and Mobile Version.
   - With help of API TheMealDB created a site with can access TheMealDB database and return result on your search.
   - Implemented **Predictive search bar**
   - Link - https://shubhammhp.github.io/RecipeWebsite/