AYUSHI GUPTA

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PROFESSIONAL SUMMARY

Customer-focused and results-driven professional with strong skills in customer support and US debt collection. Experienced in managing inbound and outbound communications, resolving customer concerns, handling payment arrangements, and ensuring compliance with company and regulatory standards. Skilled in negotiation, active listening, and maintaining positive customer relationships while achieving performance goals.

Professional Experience

Teleperformance Customer Service Executive (May 2025 - 09/2025)

- Focused on delivering outstanding customer service to users with Adobe individual licenses by providing quick resolutions and tailored product support.
- Played a key role in driving revenue growth through strategic upselling of Adobe products, effectively identifying customer needs and recommending suitable upgrades.
- Consistently achieved a 98% customer satisfaction rate by combining exceptional service with persuasive communication and a deep understanding of Adobe's product suite.

Binding Minds LLP Junior Recruiter (July 2024 - October 2024)

- Assisted with recruitment by screening resumes, scheduling interviews, and maintaining candidate records.
- Conducted onboarding sessions and supported employee engagement initiatives to enhance workplace satisfaction.
- Leveraged strong communication and problem-solving skills from customer service experience to address employee queries and coordinate with the HR team.
- Managed HR databases, tracked attendance, and ensured compliance with policies while maintaining confidentiality in handling sensitive information.

EDUCATION

Aspire Leaders Program — 2024
Aspire Institute — *Grade- A*
Bachelor of Technology - *Computer Science and Engineering* — Dec 2020 — Jul 2024
Dr. APJ Abdul Kalam University,UP, India — *Percentage: 70.06%*
XII - CBSE — 2020
GURU NANAK MODERN SCHOOL, Kanpur, UP, India — Percentage: 84.83%
Courses: *PCM, INFORMATION PRACTICES*

SKILLS

- **Programming Languages:** Python, SQL, JavaScript
- **Web Technologies:** HTML5, CSS3, Tailwind CSS
- **Database Systems:** MySQL, SQL, Relational Database
- **Operating System:** Windows, Linux
- **Operating Systems:** Windows, Linux
- **Tools:** Oracle Cloud, Git, MS Excel (Data Handling)
- **Soft Skills:** Analytical Thinking, Problem Solving, Documentation, Communication, Time Management

PROJECTS

IoT Data Privacy & Secure Data Management System — 09/2023 - 05/2024

- Technologies: Python, SQL, MQTT, ECC-DSA, Wireshark
- Designed a secure system to collect, store, and manage IoT data with a focus on data privacy.
- Implemented encryption techniques to protect sensitive data during transmission and storage.

Private Cloud & Secure Database Storage using Raspberry Pi — 09/2022 - 01/2023

- Technologies: Linux, Python, SQL, SSL/TLS
- Built a private cloud environment for secure data storage and access.
- Implemented authentication, encryption, and access control mechanisms.

CERTIFICATES

Oracle Cloud Data Management 2023 Certified Foundations Associate — 08/2026
Oracle ML using ADB 2023 certified associate Associate — 08/2026
Ethical Hacking Workshop by Techkriti, IITK