

Sharul Gautam

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Summary

Fresher with a B.Tech in Information Technology, recognized for problem-solving and multitasking abilities. Eager to begin a career in IT field, applying a proactive approach to support team objectives. Dedicated to contributing to the company's success while developing technical skills further. Strong foundation in networking principles including IP addressing, routing, switching, VLAN configuration

Experience

Tech Mahindra

Associate Technical Support

10/2025 – till now

Responsibilities:

- Provided L1 technical support for hardware, software, and network issues, ensuring timely resolution within SLA.
- Managed and updated incident tickets in ServiceNow/Freshdesk with accurate documentation and follow-up.
- Performed remote troubleshooting using RDP, TeamViewer, and AnyDesk for desktops, laptops, and applications.
- Supported Microsoft 365, Outlook, and Active Directory including password resets and account management.
- Delivered high-quality customer service by resolving user issues effectively and maintaining strong CSAT scores.

Projects

Daanmitra – Donation Platform

Backend Developer

08/2025 - 05/2025

- Designed and developed backend of my project named Daanmitra.
- Implemented backend server and validation on the website for payment and tracking user data.
- Used MongoDB and SQL to fetch user data and payment data through API's.
- Used Razorpay for UPI integration and Cryptomus for blockchain and crypto currency integration
- Participated in testing processes for software applications
- Supported software installation and operating systems
- Reviewed and analyzed tests for software certification

E- Commerce Website

Full Stack Developer

06/2024 - 08/2024

- Designed and developed a full-stack e-commerce platform using HTML, CSS, and JavaScript Implemented product listings, shopping cart, and user authentication features
- Ensured website responsiveness for auto-scaling and load balancing
- Collaborated with team members to ensure compliance with coding standards and technical design Participated in testing processes for software applications
- Supported software installation and operating systems Reviewed and analyzed tests for software certification

Social Media Website

Backend Developer

05/2023 - 07/2024

- Developed a Social Media Website using HTML, CSS, and JavaScript Implemented a
- responsive UI design with Bootstrap
- Ensured data persistence and user management with SQL, PHP, and Apache Collaborated with
- team members to design, develop, and install software solutions Participated in the testing
- process to ensure high-quality software performance
- Followed coding standards and technical design guidelines to build innovative software applications

Technical Skills

Programming & Scripting:

- JavaScript, Python, Java, C++, C
- Bash & PowerShell (for basic automation and networking scripts)

Web & Backend Technologies:

- React.js, Node.js, HTML, CSS
- MongoDB, MySQL, Firebase

Software Development & Tools:

- Debugging, Testing Software, Quality Checking, Documentation Review
- Git & GitHub, VS Code

Soft Skills:

- Collaborative, Quick Learner, Team Player
- Strong Communication, Coordination, Good Listener

Recruitment & Data Handling (Prior Role):

- ATS Handling, Technical Recruiting (IT Profiles), Candidate & Client Coordination
- Resume Screening, Data Processing

Networking & Infrastructure:

- Switching, VLANs
- Cisco Packet Tracer
- PowerShell, Python
- TCP/IP, DNS
- Static/Dynamic Routing

Education

Bachelor's of Technology

Information Technology

Inderprastha Engineering College
Ghaziabad, Uttar Pradesh
Achieved 7.0 CGPA with 1st Division

09/2021- 05/2025

High School

Govt. Sarvodya Bal
Achieved 75% in 12th standard.

05/2021

Certificates

- C++ course on CodeDamn
- Walmart Advanced Software Engineering Simulation on Forage
- J.P. Morgan Software Engineering Virtual Experience