

Vivek Upadhyay

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EXPERIENCE

Teleperformance India (Dec 2017–Mar 21)

- **Technical Support Advisor.**

Primarily was responsible in supporting all the document cloud and the Creative cloud related services as well as SAAS services offered by Adobe .

- **Team Lead Operations:-**

Within the same organization got promoted as a Team Lead, Prime job is to manage staff, creating policies and providing helpful services to the Employees Scheduling and Supervising the staff members, balancing the needs of the company with the desires of the Employee. Coaching and Motivating the team members to meet and exceed expectations by using the various tools learned through jump certification.

Bharatam Data Solutions (April 2021–Nov 2021)

- **Software Engineer:-** Worked as a frontend developer with the organization:- Extensively worked as a react developer within the organization, Working Knowledge of Web Protocols and standards., Experience in react along with the React Flux architecture, Excellent experience working with Visual Code and developing Applications, Excellent Client Interaction Skills and proven experience in working independently as well as in team.

SKILLS

React.js, Javascript, Team Leading skills, client handling, Coaching and Monitoring team, Creative Cloud, Document Cloud, SAAS Services (Adobe Export PDF, Adobe PDF Pack, Adobe Sign, Adobe Send and Track), Adobe Acrobat DC, Adobe Acrobat Professional.

CERTIFICATES

Completed Industrial Level Bridge Training From Purpleleap Bangalore

Completed Training on Embedded System from HCL CDC.

Completed JUMP Certification from Teleperformance.

Learned React.js and Javascript through online platform(* no professional certification done)

LANGUAGES

English, Hindi

EDUCATION

DOON INSTITUTE OF ENGINEERING AND TECHNOLOGY (2011–2015)

-B-tech (Electronics and Communication)