

Abhishek Kumar Singh

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Education

Galgotias University Bachelor of Technology in Computer Science	2022 – 2025
Netaji Subhas Institute Of Technology (Bihta) Diploma in Electrical and Electronics Engineering	2019 – 2022
Bishopp Hartmann Academy (Ranchi) X (ICSE)	2016

Experience

Customer Support , Magnet Brains Software Technologies Pvt Ltd (Pabbly),Bhopal	Jan 2022 – Aug 2022
<ul style="list-style-type: none">• Technical Support and Escalation : Provide detailed technical assistance for product-related issues, and escalate more complex cases to advanced support teams or specialized departments as needed.• Remote Troubleshooting and Monitoring:Perform remote troubleshooting using diagnostic methods, monitor system performance, and proactively detect potential problems.• Training and Collaboration: Deliver training and tutorials to help customers use products effectively, and work closely with the product development team to address recurring issues and enhance product quality.• Compliance, Feedback Analysis, and Billing Management: Ensure adherence to company policies in customer interactions, analyze customer feedback to identify trends and propose improvements, and manage and resolve billing inquiries and disputes.	

Projects

Yelp Camp

- **Full Stack Web Application**: A comprehensive app for CRUD operations with an interactive user experience.
- **Frontend Technologies**: Built with HTML5, CSS3, Bootstrap, and modern JavaScript for a responsive, visually appealing interface using Flexbox.
- **Backend Infrastructure**: Powered by NodeJS, ExpressJS, and MongoDB with Mongoose, supporting efficient data management.
- **Features and Security**: Includes user authentication, secure session management, image uploads, cloud integration, and maps with geocoding. Addresses security concerns like SQL Injection and XSS, following best practices for scalability and maintainability.

Optical Character Recognition

Tech Stack: **Python, OpenCV, Pytesseract**

- Developed a Python-based **OCR application** in which the code effectively extracts text from images, ensuring accurate character recognition for diverse applications.
- Incorporated advanced image processing techniques which ensures extraction of text from images in challenging conditions.
- Utilized **bounding box detection** and visualization methods to present the recognized text on the image, offering a user friendly interface for easy verification and analysis of OCR results.

Skills

Programming Languages: C++ , Python

Web Development: HTML, CSS, Bootstrap, JavaScript, React, Node.js, Express.js, MongoDB, MySQL

Tools: Git, CRM Software

Communication Skills: Excellent written and verbal communication skills. Confident, articulate, and professional speaking abilities.

Certification

Web Development Bootcamp, Udemy