Deepak Giri

Technical Support Engineer transitioning to Full-Stack Developer | Built full-stack projects using the MERN.

✉ ideepakgoswami@gmail.com 📞 9625454463 🔗 ideepakgoswami ⬡ ideepakgoswami

TECHNICAL SKILLS

Frontend: React, Next.js, ES6+, TypeScript (basic), Tailwind CSS, HTML5, CSS3
Backend: Node.js, Express, REST APIs, MongoDB
Tools & Technologies: Git, PowerShell, Vercel, Postman,
Systems: Windows, Linux (basic), Microsoft 365, Windows Server
Cloud & Networking: M365 Admin, Active Directory, IP Configuration, Routing, DNS, DHCP

PROJECTS

Musical Realm | Music Classes ⬀   Jan 2025 - Apr 2025
Freelance Project | Tailwind, Next.js, Typescript
- Responsive static website using **Next.js** for a music school to showcase courses and testimonials
- Designed mobile-first UI with **Tailwind CSS**, ensuring cross-device compatibility
- Collaborated with the client to refine design requirements, iterate on feedback, and deploy the site via **Vercel**

Active Wear | Ecommerce
- Implemented **MVC**, Developed backend API to enable efficient data retrieval from **MongoDB**
- Used **RTK** for state management, **JWT**, cookies for authorization, **Bcrypt** for password **hashing** and **Dotenv** for sensitive data

PROFESSIONAL EXPERIENCE

Concentrix | Microsoft
Sr. Technical Advisor   Jan 2025 - Present
- Resolved system-level issues in **Microsoft 365 ecosystems** (Exchange, SharePoint, Teams, Azure AD), including **mail flow**, **policies**, and **hybrid integrations**, improving system reliability by **25%**
- Utilized **PowerShell** to automate identity management (**Azure AD, Entra**) and device configurations (**Intune**), reducing manual effort by **30%**
- Collaborated cross-functionally to resolve **synchronization issues** between **on-prem servers** and **cloud**,

Teleperformance | Western Digital
Technical Support Executive   May 2023 - Aug 2024
- Resolved network issues (ARP, Double NAT etc.), reducing downtime by 20%.
- Assisted in **SSH** and **FTP** Setup on WD Cloud
- Performed disk-level diagnostics on **Windows/macOS** used **co-browse** for remote support
- Collaborated with engineering teams to troubleshoot issues in **WD softwares** and mentored junior members on escalations

EDUCATION & ACHIEVEMENTS

I.G.N.O.U
Bachelor of Computer Applications (BCA)   Jul 2018 - Jul 2021
- **NCC Air Force** | Flown pipistrel virus as a co- pilot, Awarded for leading 250+ cadets on trail trek
- **Achiever Award** | Soldierathon 10 Km

Ambedkar Institute of Technology
Diploma in Information Technology   Jun 2015 - Jun 2018
- **CET Delhi 2015** | Secured 2000 rank
- **CCNA(R & S)** | Network Bulls