



Deepank Chauhan

Software Engineer

Eager to take on exciting new opportunities to learn, grow, and solve complex problems with innovative technologies.

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WORK EXPERIENCE

Support and Automation Specialist GreyOrange India Pvt. Ltd.

09/2020 - Present

Gurgaon

Achievements/Tasks

- Member of top-tier Critical Problem Resolutionist (CPR) support team, handling escalated critical issues
- Manages escalations & fosters customer relations through regular follow-ups over weekly sync-ups
- Creates process automation to improve product stability and support team efficiency, decreasing SOP breaches by 30% and reducing system downtime.
- Expertise in bug fixing, root cause analysis, and delivering timely solutions
- Serves as the SPOC for critical customers in Korea and Japan
- Mentors interns and juniors by sharing product knowledge and providing guidance.

Data Analyst

AlsoEnergy India Pvt. Ltd.

01/2020 - 09/2020

Gurgaon

Achievements/Tasks

- Contributed in data migration and data cleansing.
- Troubleshooting and providing technical expertise in data integrity.
- Responsible for handling L1 and L2 operational cases.

EDUCATION

BTech in Computer Science & Engineering Dronacharya College of Engineering, Gurgaon

2016 - 2020

66.18%

Final year project

- Collaborated on a robotics project to create a multi-terrain Autonomous Mobile Robot (AMR) capable of independent movement using quad limbs.

Higher Secondary Education (12th) Vidya Mandir Public School, Faridabad

2015 - 2016

76.2%

Courses

- Studied Physics, Chemistry, Mathematics, and Biology with Physical Education as an optional subject.

Secondary Education (10th) St. Anthony's Secondary School, Faridabad

2013 - 2014

8.6 CGPA or 81.7%

Courses

- Studied Science, Mathematics, English, Social Science, and Hindi.

SKILLS

Creative Thinking

Shell Scripting

Jira

Analytical and Troubleshooting skills

Unix/Linux

Zendesk Support

Grafana

Docker

PostgreSQL

Customer Service

On-site Support

Technical Support

Operations Support

Python

C++

Erlang

Kubernetes

Bash Scripting

Jenkins

CI/CD

Google Cloud Platform (GCP)

Ansible

Quick Leaner

Zabbix

Opsgenie

Amazon Web Services (AWS)

ELK

Customer Relations

PERSONAL PROJECTS

Online Shopping Website

- A full fledged online e-com store that provides a seamless experience of buying clothes from an online website.

Stock Broker Web Application

- A prototype of a stocker broker application that fetches data from external APIs and shows current stock prices and the option to buy or sell stocks

PROFESSIONAL ACHIEVEMENTS

- Site Installation and on-site support for Overseas customers
- Awarded the "Dumbledore" title as part of the R&R program for introducing new solutions for customers by creating new tools and automation
- Scheduled B1/B2 Visa that will enable on-site support for the US clientele

INTERESTS

Automation

Operations Support

Product Development

Mentoring