Adarsh Thapa

Technical Support Engineer

CONTACT

Phone: +91-8XXXXXXXX6
Email: info@adarshthapa.org

Address: Dehradun, India – 248001
Portfolio: adarshthapa.org

PROFESSIONAL EXPERIENCE

Role: Technical Support Specialist | **Tenure**: June 2024 – August 2024
Company: Artos Software (Rocketmonk Software Private Limited)
Department: Merchant Success
Location: Bengaluru, India
Achievements and Responsibility:

- Provide technical support for Shopify Apps: Restock Rocket and Filemonk.
- Assist customers with modifying HTML, CSS codes for restock buttons in their Shopify Websites
- Communicate internal escalations for major issues and updates.

Role: Product Support Associate | **Tenure**: November 2022 – June 2024
Company: Newfold Digital (Endurance International Group India Private Limited)
Department: Technical Operations – Retail Web Services
Location: Mumbai, India
Achievements and Responsibility:

- Technical Support for leading Indian web hosting brands—Hostgator, Bigrock, and Old Bluehost—providing assistance with Linux server management, DNS issues, and dedicated server fixes via chats, emails, and calls.
- Cross-Functional Expertise in Billing, Compliance, and Abuse Management, ensuring efficient issue resolution and seamless operations.
- Award-Winning Performance, recognized with Manager's Awards (July & November 2023) for maintaining exceptional AHT metrics and service quality.
- Product Support Proficiency for tools and services like Google Workspace, Sitelock, Sectigo DNS, CodeGuard, and Business Emails, enhancing client experience and trust.
- Technical Tools Proficiency: Skilled in Salesforce, Kafka, Microsoft, Confluence, Jira, and Splunk for ticketing, troubleshooting, and process optimization.

Role: Technical Intern | **Tenure**: May 2022 – September 2022
Company: Sennovate, Inc (Sennovate Infotech India Private Limited)
Department: Identity Access & Management Security
Location: Salem, India
Achievements and Responsibility:

- Expertise in Identity and Access Management (IAM)—trained in implementing and managing IAM modules to enhance security and user authentication processes.
- Implemented Open-Source IAM Solutions—successfully deployed Gluu and Keycloak to streamline identity management and authentication workflows.
- Developed Documentation and Training Materials—created detailed installation guides and integration video tutorials to support seamless implementation and knowledge sharing.
- Integrated IAM Solutions for Web Applications—deployed Okta and Auth0 for secure authentication and authorization in PHP-based applications, improving system security and scalability.

Role: Web Developer Intern | **Tenure**: June 2021 – August 2021
Company: Clink Consultancy Services Private Limited
Department: Development
Location: Gurgaon, India
Achievements and Responsibility: Develop HTML, CSS based website

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EDUCATION

Institution: DIT UNIVERSITY | **Tenure:** 2018 – 2022
Course: Bachelor of Technology in Computer Science Engineering
Location: Dehradun, India
Achievement: Paper published under ACM: <u>Security Analysis of user Authentication and Methods</u>

Institution: Jaswant Modern Senior Secondary School | **Tenure:** 2017 – 2018
Course: All India Senior Secondary School
Location: Dehradun, India

Institution: Colonel Brown Cambridge School | **Tenure:** 2015 – 2016
Course: Indian Certificate of Secondary Education
Location: Dehradun, India

OTHER DETAILS

- Technical Interest: Open Source Applications, Research, Data Engineering, Web Hosting, Data handling, Data Migration, Server Management .
- Server handling: Apache, Nginx, Docker.
- Monitoring Tools: New Relic, Datadog.
- Operating System Interest: Centos, Ubuntu, Almalinux.
- Databases Information: MySQL, MariaDB.
- Language Proficiency: Java