

# Shantanu Sharma

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## Objective

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A customer-focused professional with 2+ years of experience in software testing, client handling and customer support, aiming to deliver smooth communication and quick issue resolution.

## Experience

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- TheRapidhire Private limited Indore** Jan 2023 - Apr 2024  
QA Tester
  - Coordinated with Projects managers and developers.
  - Ensured project quality and Timely Delivery.
- Bitsquad Software Private limited Indore** Oct 2024 - Mar 2025  
QA Tester
  - Worked on HRMS hub and Networking based application.
  - Communicated with clients for requirement clarifications.
  - Prepared reports and coordinated between teams.
- Medibuddy** Jul 2025 - Present  
Associate - Surgery Department
  - Assisting patients with OPD/IPD, insurances, and Surgery related queries.
  - Guiding patients regarding hospitals selection and medical processes.
  - Handling customer calls, documenting cases.

## Education

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- Government Degree College Timarni / BU bhopal** 2022  
M. Sc. (Computer Science)  
76.57%
- Government Degree College Timarni / BU Bhopal** 2020  
B. Sc. (Computer Science)  
62.67%

## Skills

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- Customer service support
- Call handling (Inbound / Outbound)
- Email communication
- Reporting & Documentation
- Problem solving

## Achievements & Awards

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- Introduction to generative AI - Google - Data analytics Essentials - CISCO - Agile Job Simulation - JP Morgan Chase & CO

## Tools Used

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- CRM - Leadsquared, Zendesk.  
Dialer - Ameyo, Exotel  
Ticketing - Jira, Clickup, ServiceNow  
Communication - Zoom, MS Teams