Abhishek Singh

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Profile

- Professional with 2+ years of experience in Operations, Client Management & Client Servicing.
- Proficient in MIS reporting, Audits & Database Management.
- Experienced in QA Testing, Manual Testing, Black Box Testing & White Box Testing.
- Knowledge of UI/UX Designing, Web Development, NLP & Digital Marketing.

Technical Skills

✓	**Postman**	API Testing, API Monitoring & Documentation
✓	**Figma, Sketch**	Moqups, Wireframes, Visual Design & Prototypes
✓	**MS Excel**	V/H Lookup, Data Validation, Charts & Pivot Table
✓	**Linux/Windows**	Installation, Configuration & Troubleshooting
✓	**SQL, MongoDB**	Installation, Configuration, Query Optimization, Backups & Joins
✓	**HTML,CSS, JavaScript**	Front-End Development, SEO Friendly Pages & Bootstrap

Work Experience

Handy Online Solutions Private Ltd (OnGrid)   Jun'21-Till Now

Role – Analyst-Operations

Key Responsibilities:
- Processing data received from the various clients as per their scope of work with proper Due Diligence
- Ensuring the TAT for the process is maintained as per the standards (reduced average TAT by 40%)
- Handled the process for 20+ clients while ensuring the quality of the process is met as per the guidelines
- Maintaining backups of daily reports from the MIS Dashboard
- Handling client queries and resolving their queries over mails
- Done auditing as per the laid standards

Ixxo.io   Oct'20-Dec'20

Role – Web Design (Intern)

Key Responsibilities:
- Creating Moqups, Wireframes & Prototypes as per the client requirements while ensuring the technical feasibility for the same
- Developed chat bot using NLP (Natural Language Processing) and integrated same with the backend dashboard
- Done Web QA testing for released and under development projects
- Responsible for SQL query optimization and taking periodical backups

Freelancer   Mar'20-Sep'20

Role – Web Developer

Key Responsibilities:
- Designed Moqups & Prototypes for the clients as per their requirements
- Developed feature rich websites as per the business requirements of the clients while ensuring the cross platform compatibility
- Done maintenance for the projects

Education and Certifications

BCA

IGNOU (Indira Gandhi National Open University)

High School

CBSE (KSK Academy)

Certificates

- **Google**   The Fundamentals of Digital Marketing (View this Certificate here)
- **Freecodecamp.org**   JavaScript Algorithms and Data Structures (View this Certificate here)