

AMAN SHRESTHA

Web Developer & Programmer

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SUMMARY

Passionate and detail-oriented Web Developer & Programmer with a strong background in creating dynamic, responsive web applications. Proficient in React, Tailwind CSS, Node.js, Express.js, and MongoDB, with a keen ability to translate complex ideas into clean, efficient code. Adept at problem-solving and committed to continuous learning, I thrive in collaborative, tech-driven environments and am dedicated to delivering seamless user experiences.

TECHNICAL SKILLS

- **Front-End Technologies:** React, Tailwind CSS, JavaScript (ES6+), HTML5, CSS3
- **Back-End Technologies:** Node.js, Express.js, MongoDB
- **UI/UX Design:** Responsive Design, User-Centered Design, Accessibility
- **Tools & Technologies:** Git, GitHub, Figma, CI/CD Pipelines
- **Development Tools:** Visual Studio Code, Postman, NPM, Webpack
- **Others:** Agile/Scrum, WordPress, RESTful APIs, Cross-Browser/Device Testing

EDUCATION

Melbourne Polytechnic Jun 2019 __ Mar 2023
Bachelor of Information Technology Saint Georges Rd, Preston, Australia

Motherland Higher Secondary Mar 2016 __ Sep 2018
Intermediate level Pokhara, Nepal

EMPLOYMENT HISTORY

✦ Associate Operation, NAB Assist Nov 2023 __ present

- Managed inbound and outbound calls from business customers experiencing financial difficulties.
- Created and managed repayment arrangements and Direct Debit Requests, improving debt management outcomes.
- Utilized strong communication skills to explain complex lending products to business customers.
- Consistently exceeded KPIs related to call resolution, customer satisfaction, and compliance.

✦ Front End Developer, I-Build Feb 2023 __ Jul 2023

- Designed and developed responsive web applications using React and Tailwind CSS.
- Collaborated with cross-functional teams to create efficient server-side architectures using Node.js and Express.js.
- Enhanced user experience by updating and maintaining the company website, leading to a 15% increase in user engagement.
- Integrated APIs to ensure seamless interaction between front-end and back-end systems.
- Conducted cross-browser/device testing, ensuring compatibility and a smooth user experience.

✦ Advisor Operation, CommBank..... Jan 2022 __ Nov2023

- Provided high-quality customer service, handling a large volume of inquiries efficiently.
- Maintained accurate customer records using CRM software, ensuring data integrity.
- Exceeded customer satisfaction targets by resolving complex issues quickly and effectively.
- Collaborated with team members to develop strategies that enhanced overall customer support.

PERSONAL ATTRIBUTES

- Customer-Focused: Dedicated to providing tailored solutions with a strong focus on client needs.
- Adaptable & Resilient: Thrives under pressure with the ability to quickly learn and apply new skills.
- Detail-Oriented: Maintains a high standard of accuracy and consistency in all tasks.
- Team Player: Works well in collaborative environments, contributing positively to team dynamics.

REFERENCES

Available on Request