AMAN SHRESTHA
Web Developer & Programmer

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Portfolio Website: https://aman-shrestha.onrender.com/

SUMMARY

Enthusiastic and detail-oriented Front-End Developer with expertise in React, TypeScript, and state management libraries. Passionate about building dynamic, responsive web applications and transforming designs into high-quality, reusable components. Proven ability to deliver exceptional user experiences and thrive in collaborative, agile environments.

TECHNICAL SKILLS

- **UI/UX Design**: Figma, Component Variations, Responsive Design, User-Centered Design
- **Front-End Development**: React, TypeScript, Tailwind CSS, JavaScript, HTML, CSS
- **Back-End Technologies**: NodeJS, ExpressJS, MongoDB and NextJS
- **Tools**: Git, Continuous Integration, Performance Optimization, Web Accessibility
- **Product Research**: User Flows, Journey Mapping, Annotated Wireframes
- **Collaboration**: Agile Methodologies, Cross-Functional Teamwork, Stakeholder
- **Soft Skills**: Attention to Detail, Strategic Thinking, Multitasking, Strong Written and Verbal Communication

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

- Developed responsive web applications using React and Tailwind CSS, ensuring consistent UI across products.
- Collaborated with the UI/UX team to design user interfaces and prototypes, following brand guidelines.
- Conducted product research and provided insights that influenced design decisions.
- Improved user experience by optimizing front-end layouts, components, and pages.
- 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.

LEADERSHIP & PROJECT MANAGEMENT

- **Team Leadership**: Successfully led cross-functional teams, driving the development of high-priority product features and mentoring junior engineers to foster their growth.
- **Project Management**: Skilled in prioritizing product roadmaps, sequencing initiatives, and communicating timelines with stakeholders, ensuring timely and successful delivery of projects.
- **Technical Guidance**: Provided hands-on technical leadership, helping teams navigate complex challenges, and balancing trade-offs to meet business objectives.

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