Bennet Britto

Front-End Web Developer

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Aspiring IT Senior Analyst with a passion for innovation and technology, aiming to drive efficiency through data management and research. Committed to strategic problem-solving while contributing to organizational growth and industry advancement.

SKILLS

- HTML 5, CSS 3, Flexbox, Grid, Bootstrap 5
- JavaScript ES6, (DOM Manipulation, jQuery, Bash Command Line, Git, GitHub, and Version Control) - On Process
- On Process - Back-End Web Development
- Microsoft Office Suite
- Communication, Teamwork, Problem-Solving

PROFESSIONAL EXPERIENCE

Senior Telephone Research Analyst (Sep 2021 - Dec 2024)
Information Evolution Inc.

- Successfully contributed to four distinct Voice-based customer service and support projects and one non-Voice (email/chat/data entry) project, demonstrating adaptability across various communication channels and project requirements.
- Managed inbound and outbound calls for both US and international clients, ensuring effective communication, cultural sensitivity, and resolution of queries across different time zones and customer bases.
- Conducted onboarding and process training sessions for new team members, equipping them with the necessary knowledge, call handling techniques, and tools to ensure smooth integration and performance on the project.
- Accurately maintained and updated customer profiles by collecting and verifying occupational information, ensuring compliance with data integrity and confidentiality standards.
- Researched and collected detailed employment data of potential job applicants from US-based colleges and universities to support recruitment campaigns and staffing pipelines, contributing to candidate profiling and database accuracy.

ACHIEVEMENTS

- Spearheaded the deployment of a data management solution that boosted operational efficiency by 25%.
- Mentored incoming analysts, strengthening team research capacity and cutting onboarding time by 30%.

PROJECTS

Personal Portfolio Website (Click Here)
Showcasing Skills, Projects, and Personality in a Responsive Format
- Designed and developed a responsive portfolio website using HTML5, CSS3, Bootstrap 5, Flexbox, and Grid.
- Serves as a central platform to showcase individual projects like Tindog, Online Resume, and Mondrian Painting.

Tindog (Bootstrap 5)
- Developed a fully responsive pet matchmaking website using HTML5, CSS3, and Bootstrap 5.
- Included responsive navbar, CTA buttons, pricing section, testimonials, and footer.

Online Resume (HTML)
- Built a professional, single-page online resume using semantic HTML and custom CSS styling.
- Showcased structured sections including Profile, Skills, Education, and Contact Information.

Mondrian Painting (CSS Art)
- Recreated a Piet Mondrian-style artwork purely using CSS Grid and Box Model.
- Demonstrated creative mastery of positioning, layout precision, and color theory through code.

EDUCATION

Bachelor of Arts, Computer Science - Hindusthan College of Arts and Science (2017-2020)