



## Contact

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## Links



## Skills

- JavaScript
- React
- Angular
- TypeScript
- Node.js
- HTML
- CSS

## Other Skills

- Customer Experience
- Quality Analysis
- Marketing & Advertising

## Languages

- English
- Swedish
- Hindi
- Bengali

# Deblina Mondal



## Full-stack Developer/Front-end Developer

React || JavaScript || TypeScript || Node.js

A full-stack Developer with a passion for bringing ideas to life and creating content to simplify user experience. A driven professional with excellent communication skills which helps in interpreting and implementing client's vision. I thrive in environment that constantly embraces new technologies. I have done multiple projects in both frontend and backend.



## Education

Two Years Diploma in Front-end Development (2020-2022)



## Employment history

### 2012 – 2020: Entrepreneurship (Apparels)

- Achieved an average growth of yearly 34%
- Able to give direct employment to 7 people and indirect to many more.

### 2010 – 2012: Teacher

- Teaching under-privileged children in association with a non-profit organization
- Increased the literacy rate to 17% of a particular area.

### 2008 – 2010: Process Leader – Customer care & Operations

- Managing a team of 20 associates
- Handling client escalations
- Analyzing data and applying strategies, increased customer satisfaction from 3.75 stars to 4.50 stars.

### 2007 – 2008: Customer Experience Specialist

- First point contact for people from sales, operations, and customers
- Handling customer escalations, achieved 0 escalations for 2 consecutive quarters.

### 2003 – 2007: Inbound Sales – Team Coach/Quality Analyst

- Analyzing data and applying strategies, achieved the best performer award.
- Training associates on new products and promotions