

# Sourav Nandi

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## Summary

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Proficient in front-end web development with extensive hands-on experience in HTML, CSS, JavaScript, and React. Strong expertise in responsive design, UI/UX principles, and web performance optimization. Skilled in developing interactive, user-friendly applications and ensuring high-quality customer support. Passionate about creating seamless, engaging web experiences with a focus on efficiency and user satisfaction.

## Education

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**Raghunathpur College** *April 2016 – May 2019*  
*Bachelor of Computer Applications(BCA)*

## Course

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**Full Stack Web Development Bootcamp** *Online*  
*Coding Ninjas* *May 2023 – present*

- Gaining hands-on experience in front-end and back-end technologies.
- The course covers key technologies including HTML, CSS, JavaScript, React, Node.js, databases and many more.

## Experience

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**Customer Support Associate** *Kolkata, West Bengal*  
*Tech Mahindra* *June 2022 – July 2023*

- Assisted customers with queries, complaints, and service-related issues via calls and emails.
- Participated in team training sessions to improve service delivery skills.

**Customer Care Executive** *Kolkata, West Bengal*  
*Conneqt* *April 2024 – July 2024*

- Handled inbound and outbound calls to address customer concerns effectively.
- Ensured compliance with quality standards, maintaining good call quality scores.
- Effectively managed challenging customer interactions, ensuring satisfactory outcomes.

## Projects

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**My Portfolio** *Live Link* [🔗](#)

- Portfolio Website built with React & Tailwind CSS, featuring a modern dark mode design.
- Includes smooth scrolling, page transitions, and an interactive UI item Showcases skills, experience, projects, and contact info with engaging animations.

**Bharat Cart** *Live Link* [🔗](#)

- A dynamic and responsive e-commerce web app designed for a seamless shopping experience.
- Built using HTML, CSS, and JavaScript, it offers features like product browsing, cart management, and mobile responsiveness for smooth navigation across devices.

## Technologies

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**Languages:** HTML, CSS, JavaScript, React, Bootstrap, Tailwind CSS, Redux, Typescript

**Technologies:** Git, GitHub, Vercel, and VS Code