Dwarika Kumar

919060038832 | dwarikabppimt20249@gmail.com | Noida, Uttar Pradesh

Summary

Results-driven Support Engineer with a passion for **frontend development** seeking a Software Engineer role. Proven troubleshooting skills and a solid foundation in support, combined with a strong commitment to mastering frontend technologies.

Poftfolio (Personal Projects): https://dwarikaportfolio.netlify.app/

Skills

Frontend Technologies: HTML, CSS, JavaScript, Reactjs, Backend Technologies: Nodejs, Expressjs, Mongodb, Version Control: Git, GitHub, Web Development Tools: Visual Studio Code, Webpack, Troubleshooting and Debugging, Customer Service and Communication

Experience

HCLTech | Noida, Uttar Pradesh
Analyst Trainee | 10/2022 - Present

- Maintained audit trail and statistical records of problems and conditions reported by client.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Collaborated with stakeholders from different business units when necessary.
- Managed user accounts on domain controllers using Active Directory.

DD FOODS | Gaya, Bihar
Technical Lead | 03/2023 - 11/2023

- Technology Team Lead | [DD FOODS], [Manpur, Bihar] | [Mar 2023 - Nov 2023]
- As the Technology Team Lead for a locally growing food delivery shop, I am entrusted with overseeing and managing a dedicated team focused on delivering high-quality software-related services. In this leadership role, I have been instrumental in optimizing technological solutions to enhance business operations and client satisfaction.

Cognizant Technology Solutions | Kolkata, West Bengal
Internship Program | 02/2022 - 07/2022

- Developed user interfaces with **ReactJS** and **Redux** library to improve usability of the application.
- Completed day-to-day duties accurately and efficiently.
- Maintained updated knowledge through continuing education and advanced training.

Education

BP Poddar Institute Of Management And Technology | Kolkata, West Bengal
Computer Science And Engineering | 06/2022

Gaya College | Gaya, Bihar
Science and Mathematics | 02/2017

Languages

English, Hindi