

Ayushi Upadhyay | Web Developer

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A result - driven and resourceful Web Developer with an interest in Full stack Web Development, who is always yearning to encounter new experiences and constantly learn new Technologies.

EDUCATION

University of Mumbai 2020 - 2023
Bachelor of Science (Computer Science) | CGPA- 7.7/ 10

VidhyaVaridhi Junior College 2018 - 2020
Higher Secondary Certificate | Examination Score – 74%

WORK EXPERIENCE

Mobile Application Developer And Technical Specialist May 2023- Current

- Tested applications prior to final review to verify issue resolution.
- Created White Labeled mobile applications using native technologies.
- Applied various techniques to locate bugs and errors in applications for speedy issue resolution.
- Devised documentation for each app, detailing operation aspects, functions, capabilities and features.
- Provided dedicated support and timely issue resolution to clients following successful app launch.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Responded to customer requests for products, services, and company information.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Maintained up-to-date knowledge of product and service changes.
- Followed up with customers about resolved issues to maintain high standards of customer service.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
- Trained new personnel regarding company operations, policies and services.
- Implemented and developed customer service training processes.

ACADEMIC PROJECTS

ROCKITNOW-MUSIC PLAYER WEBSITE DEC 2022-FEB 2023

- An Online Music Player Website
- It is a music player website made using python, html, css, JavaScript and Django framework
- The website was developed for easy UI and is easy to use
- User can easily listen song by searching and add to playlist and like it
- Even they can download it , can create playlist, add songs to favorites also.
- Maintained perfect playing form for consistent sound quality.

TOURS AND TRAVELS MANAGEMENT SYSTEM

JAN 2022-JULY 2022

- It is a java-based desktop application made using java AWT and Swing
 - The main of this project is to provide ease for tourists and travels to visit different places and make easy payments and reach different destinations
 - Backend is done using MySQL.
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CERTIFICATIONS

- Html course - via SOLOLEARN
- Java full course- udemy
- Typing certification- RATATYPE
- Complete HTML and CSS certification- udemy

AWARDS & ACHIEVEMENTS

- Hospitality and management - RustomJee institute of hospitality Palghar
- Scholarship test - IT teamwork computer institute
- Best scorer 2018 Awards Ri8 academy

SKILLS & INTERESTS

- Microsoft Office: Word, Excel, PowerPoint
- Programming language: C#, Java, Python, Django, Android, Dot Net
- Web Technologies: HTML, CSS, PHP, JavaScript, JSP, ReactJS,
- Database: MS access, MySQL, Oracle, MongoDB, Firebase
- Application Server: Apache Server, Glassfish Server
- Operating system: Windows, Linux
- Stacks: MERN Stack