# **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.

**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