

SUMMARY

Results-driven Customer Success professional with a strong foundation in client relationship management, technical problem-solving, and business operations. Experienced in both tech-driven project execution and manufacturing business management, with a proven ability to bridge customer needs and business goals. Skilled at retaining clients, upselling services, and ensuring product satisfaction through proactive engagement and personalized solutions.

PROFESSIONAL EXPERIENCE

- Frontend Web Developer Intern [June 2024]
Remote
Codesoft
 - ❖ Completed a remote front-end internship, building a portfolio website with HTML, CSS, and JavaScript..
 - ❖ Developed a contact form with validation and local data storage.
 - ❖ Created a responsive landing page using Flexbox and media queries.
 - ❖ Built a dynamic calculator with DOM manipulation and events..

PROJECTS

- **Family Business | Property Dealing (Ongoing)**
 - ❖ Assisted in family business of property dealing, interacting with clients to understand requirements and provide suitable options.
 - ❖ Gained experience in customer communication, negotiation, and maintaining positive client relationships.
 - ❖ Developed skills in handling queries, resolving concerns, and ensuring customer satisfaction
 - ❖ Managed basic documentation and coordination to support smooth property transactions.
- [Asazan Media](#) – Influencer Marketing Website
 - ❖ Built a fully responsive influencer marketing website showcasing front-end and brand design skills..
 - ❖ Implemented sticky header, smooth scroll, scrollspy, and back-to-top features for better UX.
 - ❖ Designed a custom logo and favicon with gradient aesthetics, optimized for web.
 - ❖ Integrated Formsfree contact form and applied SEO best practices for accessibility and visibility.
- [Student Performance Analysis](#)
 - ❖ Performed exploratory data analysis on a dataset of 1,000 students with 8 attributes..
 - ❖ Analyzed demographics, parental education, lunch type, and test preparation effects on performance.
 - ❖ Applied univariate, bivariate, and correlation analysis across Math, Reading, and Writing scores.
 - ❖ Created visualizations including histograms, bar charts, and heatmaps for insights.
 - ❖ Found students with test preparation scored 8–10 points higher on average.
 - ❖ Observed strong correlation (0.95) between Reading and Writing scores using Python in Jupyter Notebook..

EDUCATION

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| • Bachelor of Technology, Computer Science | [Integral University, Lucknow] | (2022-26) |
| • Senior Secondary Education | [Benhur High School and College (ISC Board)] | (2022) |
| • Secondary Education | [Benhur High School and College (ICSE Board)] | (2020) |

SKILLS

Customer Success & Business: AI driven solutions, Client Acquisition, Relationship Management, Negotiation, Online Strategies, Product Support

Languages: Python, SQL, HTML+CSS +JavaScript

Developer Tools: Git, Visual Studio, Jupyter Notebook, Anaconda

Tools and libraries: Jupyter Notebook, Anaconda Navigator, Visual Studio, Pandas, Numpy, Sklearn, Flask

Soft Skills: Problem Solving, Self-learning, Presentation, Adaptability

Areas of Interest: Solving Customer's real world problems, Web Design, Data Science, Artificial Intelligence

Language Proficiency: English (Advanced), Hindi (Native)