

# Mann Jaiswal – Full Stack Web Developer

Tucson, AZ  
[LinkedIn Profile](#)

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## PROFESSIONAL PROFILE

Results-producing professional with extensive experience in software development, technical problem-solving, and customer service.

## KEY QUALIFICATIONS

Recognized for the ability to identify problems, analyze the causes, and address issues by offering logical and convincing solutions. Has an exemplary track record of success in full-stack development, customer service support, project management, and technical support. Articulate communicator; highly skilled in fostering robust relationships/collaborations with customers, colleagues, and key stakeholders to achieve organizational goals. Instrumental in executing various tasks simultaneously and within strict timelines; Ability to anticipate needs, multi-task, and prioritize duties efficiently and effectively. Reputation as savvy, focused, and an analytical professional with high ethical and quality standards.

→ Influential Communicator	→ Critical Thinker	→ Confident Decision Maker
<u>SKILLS</u>		
Troubleshooting Critical Thinking Coding & Programming Training & Development	Customer Service Project/Task Management Problem Solving Methodologies Effective Communication	Policies & Procedures Multitasking & Prioritizing Cross-Functional Collaboration Technical Support
<u>CORE COMPETENCIES</u>		
<b>Business Development:</b> Grows profitable relationships; routinely markets to and engages the customers to identify needs and promote products and solutions.		
<b>Critical Thinking:</b> Use resources to make responsible decisions in a high-energy environment, adapt quickly to change, time management, and prioritize tasks to meet deadlines.		
<b>Customer Service:</b> Inherent customer service oriented with proven success in handling sensitive situations and cultivating a rapport with even the most difficult of personalities.		
<b>Team-Oriented:</b> Always optimistic and looking for ways to boost morale with coworkers and customers. Willing to sacrifice to benefit the team.		

## PROFESSIONAL CAREER EXPERIENCE AND ACCOMPLISHMENTS

### Associate SEO Specialist, NPAccel, Remote

09/2021-04/2022

- Established SEO strategies and present them to internal teams and clients. Organized meetings and met with clients to discuss budgets, requirements, and deliverables.
- Brainstormed and developed successful SEO initiatives to drive growth, and manage employee and project budgets, ensuring accuracy and proper utilization of budget funds.
- Applied knowledge of SEO fundamentals to realize and maintain SEO deliverable quality and efficiency. Resolved all SEO issues in a timely and effective manner and recommend solutions.
- Provided ongoing training to junior staff by having in-depth industry knowledge, an understanding of the company landscape, and a drive to improve the overall customer service experience.
- Lead the development and implementation of SEO data-driven SEO content plans; conduct tech and competitor analysis, as well as keyword and topic research, to understand search demand among the targeted audience.
- Optimize images, implement structured data, and fix 404 errors. Employ the use of WordPress, Shopify, and other CMS platforms to optimize websites.

### Information Technology Technician, Asurion, Phoenix, AZ

01/2018-06/2018

- Served as an intern and received personal training for reaching out as a technical support service to Verizon Wireless customers. Kept records of customer interactions and processed customer accounts and documents.
- Stayed up to date with current IT trends and standards.
- Attained an Associate of Technology through the program and skills by employing effective communication and solving technical issues for most of the tech-associated Smartphones, Tablets, Computers, and device replacements through insurance and warranty programs.

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**Drive and Analyze IT Projects/Tasks Through Prioritization Workflow**  
Business Task → Organization → Prioritized → Alignment → Initiation & Implementation → Task Completion

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## PROFESSIONAL CAREER EXPERIENCE AND ACCOMPLISHMENTS

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### Information Technology Technician, Asurion, Phoenix, AZ (continued) 01/2018-06/2019

- Contributed to escalating and resolving issues, prioritizing and managing requests for risk identification, mitigation, remediation planning, and execution.
- Responded to and appropriately handled emergency situations that arose calmly and effectively with the ability to change the approach or method to fit the situation best.
- Received certification for perfect attendance and associates of technology for acquiring skills and abilities in solving technical issues for Verizon Wireless Customers.
- Strictly followed all communication procedures, guidelines, and policies and went the extra mile to engage with customers and resolve their issues.

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## EDUCATION

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**Bachelor of Science, Software Development**, Grand Canyon University, Phoenix, AZ, 01/2018-04/2022  
**Web Development**, Careerfoundry, Online

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## TECHNICAL SKILLS

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HTML, CSS, JavaScript, jQuery, Bootstrap, MySQL, PostgreSQL, MongoDB, RESTful API's, Node.js, Responsive Web Design  
DOM Interaction, React, Java, PHP, GitHub, WordPress, Shopify, Search Engine Optimization (SEO), Oracle Databases

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## LANGUAGES

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English  
Hindi  
Telugu