Nalini Krishan

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EDUCATION

San Diego State University   San Diego, CA

Software Development Certificate Program

Courses:

HTML/CSS Frameworks, Javascript, React & Redux and Front End Web Development

Backend & API, MongoDB and NodeJS

Python, SQL & Data Modeling & Cybersecurity

University of Western Sydney Macarthur   Sydney, NSW

Bachelor of Commerce (Aviation)

SKILLS PROFILE

Certification: Full Stack Developer

Development Technologies: HTML, CSS, React & Redux and Javascript, Typescript

Databases: MongoDB, NodeJS, SQL

Security: Cybersecurity

Deployment Tools: Visual Studio Code, CodePen, Python, React, SQL, Github and JIRA

Other Skills: User experience, manual QA, relationship building, recovery strategies, engagement, high ticket closing, invoicing, project management, customer support, web development, deployment, prospecting, revenue generation, account management, sales support, pipeline sales

PROFESSIONAL EXPERIENCE

Puma Marble | Parker Dewey | Remote   2024- Present

Internship Front end Developer

- Diagnosed and resolved over 25 website issues, leading to a significant decrease in page load times; this enhancement improved the overall user experience for both customers and administrators alike
- Debugged and fixed over 15 critical issues in inventory management, to ensure accurate stock updates. These efforts resulted in a more reliable and user-friendly site
- Redesigned shop page layout and optimized product display, resulting in an increase of user engagement metrics measured through session duration for customers
- Fixed website issues during the software engineering internship, enhanced overall site performance while ensuring seamless user experience

Shield Lifestyle | CA   2023-2024

Current Business Development Representative

- Launched targeted outreach initiatives for new tech solutions, contributing to engagement increases with 5 new potential prospects each month and establishing strong relationships within the technology sector for future collaboration
- Established clear communication channels between technical experts and project managers; optimized resource allocation for potential future prospects
- Initiated and managed relationships with key enterprise customers; wrote and executed business plans
- Established strategic initiatives that expanded pipeline growth by establishing connections with three new enterprise clients each month, driving business development efforts for sustainable revenue generation throughout the organization

Flexport | CA   2021–2023
Customer Support Specialist / QA Engineer
- Conducted comprehensive testing analysis on a new CRM system through 120 functional and non-functional test cases, identifying critical bugs that improved overall software reliability and user experience for end-users
- Executed comprehensive revenue reconciliation processes that identified and rectified discrepancies, resulting in accurate invoicing practices which recovered thousands of dollars lost due to previous miscalculations
- Conducted detailed financial assessments that identified specific areas of fund leakage, leading to actionable insights and recovery strategies for the organization's revenue streams, preserving potential losses worth thousands
- Generated accurate shipment quotes using CRM software, resulting in the acquisition of 10 new business accounts from existing clients over a six-month period while enhancing client retention strategies

PROJECT EXPERIENCE

Star Wars Memory Game| SDSU
- Coded a captivating browser-based memory game using core web technologies such as JavaScript, HTML, and CSS; contributed to findings that fixed the three biggest causes of performance issues in initial builds

Treact Clone | FES
- Replicated Treact website by utilizing programming languages JavaScript, HTML, and CSS; completed the project within two weeks while ensuring mobile responsiveness for optimal user experience across devices

Online Library | FES
- Created an interactive online library with JavaScript, HTML, and CSS frameworks; enhanced resource retrieval efficiency by allowing users to find information in less than 3 seconds on average

Advanced Portfolio | Personal Project
- Built an engaging online presence through a personal portfolio site showcasing diverse programming skills; this initiative led to direct inquiries from seven prospective employers seeking full stack development talent in less than two months

Cat Adoption Agency | Personal Project
- Developed an interactive online cat adoption agency using JavaScript, HTML, and CSS frameworks; integrated API endpoints and JSON to streamline user access for 200+ adoptable cats within a single session
- Initialized a cohesive online presence for the interactive cat adoption agency, integrating user-friendly contact forms, sort filters, and other functionality adding to the overall successful user experience