

PAVITHRA MURUGAN

| +1 647-425-9496 | pavithra.akhilan@gmail.com
<https://www.linkedin.com/in/pavithramurugan15> | <https://pavithra-murugan.netlify.app/> |

SUMMARY

4+ years' experience in **Front-end developer, E-commerce WordPress developer** with a strong history in website development and management. Experienced in SEO campaign creation. Expert in all aspects of **static and dynamic CMS** website creation, including design, development, and implementation. Skilled in creating engaging and interactive **Responsive websites**. Dedicated to **superior customer service** at all levels from first meeting with a client to the **website maintenance** after launch. An **Organizational and follow-up skills**, and **critical thinker** to be challenging and to further grow and expand on my skill set.

TECHNICAL SKILLS

Project Tools:	Visual Studio, JIRA, Notepad++, Microsoft Azure, Bugzilla
Web Technologies:	HTML5, CSS3, SCSS, Bootstrap4, Accessibility, jQuery, JSON
Programming Language:	JavaScript, TypeScript
Methodologies:	SDLC, Agile and Scrum Methodology
Framework:	WooCommerce, Salesforce, Angular, React JS, Google analytics
Productivity Software:	Photoshop, Microsoft office (Word, Excel, PowerPoint, Outlook)
Data base :	MySQL, Oracle Net Suite, NOSQL, Mango DB
Operating System:	Windows, Linux, Mac OS, Unix
Version Control System:	Git, SVN, TFS
Debugging Tools:	NVDA, WCAG (2.0), Selenium, Junit

PROFESSIONAL EXPERIENCE

E-Commerce Specialist

08/2022 – Present

MindGames, Markham, Canada

- Provided **e-commerce** and customer support in a fast-paced retail environment, ensuring customer inquiries were addressed promptly
- Utilized CMS platforms like **Woo Commerce, Elementor, WordPress** and **Salesforce** to manage product listings and optimize the online shopping experience
- Implement **website changes and functional enhancements**, contributing to a seamless online shopping experience
- Collaborate with the marketing team to **maintain and update the online marketing plan**
- Created and managed **digital content**, including product descriptions, images, and **promotional materials**
- Ensured data accuracy and consistency throughout the **e-commerce platform**
- Contributed to website by **Google sheets, NetSuite and technical issues** efficiently
- Collaborated with the team to drive **online sales** and enhance the customer experience

Web Developer

09/2021 – 08/2022

Verona group, Mississauga, Canada

Tech Summary: Planning and building **multilingual website** front-end and back-end via **JavaScript, HTML, CSS, PHP, and SQL**. Page Builder using Elementor, Divi and Beaver. Specialized in plugin installation and development

- Worked on **5+ websites** and met the deadlines. Troubleshoot and resolved website issues related to **cross browser** compatibility, usability, technical challenges, and Website performance
- Familiar with digital content creation and data management in **e-commerce CMS**
- Customize pre-existing WordPress **themes and plugins** development
- Controlled the flow of E-commerce orders through website
- Respond to pricing billing, **order status**, late deliveries, and proof of delivery issues
- Create new domain name and live hosted the website in **GoDaddy**
- Implemented **Dynamic post and pages** to reduce the code and websites speed optimization
- Create post, invitation, logo, and blog using **Photoshop and Figma**
- Proficient in code versioning using **GitHub/GitLab**

Customer service representative

Tim Horton's, Brampton Canada

011/2020 – 2/2022

- Manage handling **incoming/outgoing phone calls, Email and chat** ensuring customer satisfaction
- Contribute to **team effort** by accomplishing related results as needed
- Resolve product or service problems by clarifying the **customer's complaint** and explaining the **best solution** to solve the problem

Project Engineer

10/2017 – 09/2020

Wipro Limited, Bangalore (<https://www.wipro.com>)

Tech Summary: Worked **30+ Responsive website** and user interface layouts using **Angular 10+, React JS, Ionic, React, JavaScript, HTML5, CSS** and Responsive design

- Gathered the functional requirements **Figma UX design** and architectural guidelines
- Used **lazy loading and redux** to develop the application for **maximum speed and scalability**
- Familiarity with ADA & AODA guidelines
- Resolved cross-browser defect issues in **Chrome, Safari, IE8+, Mozilla and Opera**
- Implemented **web accessibility** and fixed complex radio button accessibility issue

EDUCATION

Bachelor of Computer Science and Engineering, K S R College of Engineering, India, 2017

CERTIFICATION

Customer Service Excellence & AODA Training, PATH Employment, Mississauga, 2023

Conflict Resolution Training & WHMIS, ACT First Safety, Mississauga 2023

Standard First Aid and CPR with AED-Level C, Canadian Red Cross, Mississauga 2023

Certified in web development React JS, Cantek, Canada, 2023

Pursuing Google certified UX Design professional, Coursera, Canada, 2023

Certified in programming in Java, Oracle, India, 2016

International certified in Data Science and Big Data Analytics, Dell, Bangalore, India, 2015