

# Prachi Mirkute

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GitHub: <https://github.com/prachimirkute> | LinkedIn:<https://www.linkedin.com/in/prachi-mirkute-53a984152/>

- Experienced and Confident **Software Developer and Customer Support** with a solid **3+ year** background in professional software development. Specializing in architecture, design patterns, reliability, and scaling for production environments.
- Proficient in **Scrum methodology**, collaborating to integrate new features and achieving a 50% increase in user satisfaction.
- Strong problem-solving skills, demonstrated ability to work independently, and effective writing and communication skills.
- Expertise in Development, **HTML, CSS, Bootstrap, JavaScript, React.js, ES6+, AngularJS, MySQL.**
- Eager to stay abreast of emerging technologies and dedicated to delivering high-quality results independently and efficiently.

## Professional Development:

- Currently attending the **Customer Support Programme from CSTeP**, with live sessions 3 days per week in dublin 2.

## Career History:

<b>Babylon radio</b>	<b>Dublin</b>
<b>Web developer and Customer Support</b>	<b>Oct 2023 - Dec 2023</b>
<ul style="list-style-type: none"><li>Possess a robust foundation in <b>Web development and Customer Support</b>, delivering exceptional service to clients with excellent written and verbal communication skills.</li><li>The development of the chatbot system involves utilizing technologies such as <b>HTML, CSS, JavaScript, ReactJs, GraphQL MySQL, and REST APIs.</b></li><li>Demonstrated expertise in handling customer inquiries, resolving issues efficiently, and ensuring high levels of customer satisfaction using <b>ticketing platforms.</b></li><li>Proficient in using various customer service software, including <b>Zendesk</b>, to track and manage customer interaction.</li><li>Experienced with <b>Excel/Sheets</b>, organizational skills, and the ability to track multiple projects.</li><li>Collaborated with cross-functional teams to improve support processes and enhance the overall customer experience.</li><li>Demonstrated ability to understand the problem statement and <b>troubleshoot</b> complex technical issues with ease.</li></ul>	
<b>Mobileware Technology Pvt ltd</b>	<b>India</b>
<b>Software Engineer: Android App Development and Customer Support</b>	<b>Dec 2019 - Oct 2022</b>
<ul style="list-style-type: none"><li>The project follows an Agile methodology (CI/CD) and involves the development of an API banking platform aimed at assisting banks in capitalizing on their digital payments infrastructure, with expertise in using ticketing platforms for issue tracking and resolution.</li><li>The application offers a comprehensive range of banking services, including AEPS, BBPS, DMT, Account Opening, FD RD Opening, Insurance, Micro ATM, loan repayment, and voucher, all integrated within a single platform. The development of the application involves utilizing technologies such as <b>HTML, CSS, JavaScript, ES6+, Ajax, AngularJS, Ionic, JSON, XML, and MySQL, REST APIs.</b></li><li>Worked on <b>Java</b> for Android app development, focusing on <b>debugging</b> and <b>troubleshooting</b> code to ensure optimal performance and functionality.</li><li>To reduce code complexity and enhance application performance, an approach is implemented to dynamically store all API responses. This ensures that the responses are cached and readily available for future use, eliminating the need to make redundant API calls. By leveraging this technique, the application can retrieve data more efficiently, resulting in improved performance and a streamlined user experience.</li><li>Played an active role in integrating and enhancing the Biometric plugin within the App, a widely utilized application catering to both large public and corporate users in India. Implemented various features and functionalities related to biometric authentication, ensuring a seamless and secure user experience.</li><li>Implemented version control using <b>Git</b>, resulting in streamlined collaboration among team members and improved code management practices.</li></ul>	
<b>Responsibilities :</b> <ul style="list-style-type: none"><li>Contributed to scalable and maintainable mobile design and backend development for seamless product delivery.</li><li>Designed and implemented a complex UI with icons, images, and fonts, emphasizing REST API integration.</li><li>Participated in code reviews, knowledge sharing, and team discussions.</li><li>Successfully delivered production-ready signed builds, meeting required quality standards.</li><li>Collaborated with development and QA teams, actively engaging in Unit, integration, and End-to-End (E2E) Testing.</li><li>Implemented an SDK, providing tools and frameworks for developers to extend application functionality.</li></ul>	
<b>Technical Skills:</b> <ul style="list-style-type: none"><li><b>Front-End Experience:</b> HTML5, CSS, SaaS, JavaScript, ES6, Webpack, Ionic and Cordova.</li><li><b>Frameworks Experience:</b> React.js, Bootstrap, WordPress.</li><li><b>Server-side languages:</b> Java, RESTful API.</li><li><b>Database:</b> SQL Server.</li><li><b>Version control:</b> Git, GitHub, SVN (familiar with CICD process).</li></ul>	
<b>Certification:</b> <ul style="list-style-type: none"><li>Certificate of participation in the <b>Android workshop</b> held in January 2018.</li><li>Active involvement in the workshop "<b>Android App Development</b>" during Alegria - the Festival of Joy 2016.</li></ul>	
<b>Education:</b>	
Ramrao Adik Institute of Technology	Mumbai University
<b>Bachelor of Engineering in Information Technology</b>	<b>June 2016 – June 2019</b>
<b>Interests:</b> <ul style="list-style-type: none"><li>Active contributor to open-source projects on GitHub.</li></ul>	