

Prajeet Basnet

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TECHNICAL SKILLS

- **Proficient:** ReactJS, JavaScript (ES6+), CSS3, Git/GitHub, PostgreSQL, Tailwind CSS, Bootstrap, Netlify
- **Exposure:** NodeJS, TypeScript, C++, C#, Unit testing
- **Tools:** Jira, Visual Studio Code, Postman

PROJECTS

- **Netflix Clone:** React app using redux/toolkit, firebase, Stripe and Google Auth
- **Movie Search App:** Web application in react using publicly available API to search movies.
- **Bonding App:** Final year group project that bonds signed up users based on their common interest created by using react, node and MongoDB.
- **To-do App:** Web application created using Vanilla JavaScript.

EXPERIENCE

Hertz Australia

Customer Service Representative

Bilinga, QLD

2021 - Present

- Utilised CRM software to maintain detailed customer records, track interactions, and follow up on open tickets.
- Provided customer support and assistance through multiple communication channels, including live chats, phone, and email.
- Consistently met and exceeded key performance indicators (KPIs), including average response time, first-call resolution, and customer retention rates.

Thrifty Car Rentals Australia

Rental Sales Officer

Sydney, NSW

2020 - 2021

- Proactively handled customer feedback and suggestions, providing valuable insights to the product development team for continuous improvement.
- Addressed customer inquiries and complaints promptly and effectively, achieving a high customer satisfaction rate.

Smart Labs & IT Solutions

Junior Web Developer

Kathmandu, Nepal

Apr 2019 – Oct 2019

Liaised with a team of about 6 developers to build responsive web applications for small to mid-level companies.

- Collaborated with senior developers to create modular and responsive user interfaces using CSS techniques and JavaScript libraries.
- Participated in bug fixes and code reviews, learning from constructive feedback to improve coding practices and adhere to industry standards.
- Assisted in the development of React components and features for a web application, gaining hands-on experience with modern front-end technologies.

- Collaborated with the design team to implement visual mock-ups and wireframes, transforming them into interactive web pages.

EDUCATION

Australian Institute of Higher Education

Sydney, NSW

Bachelor of Business Information Systems; Major in Computer Science

2020 -

2022

- **Coursework:** Programming languages (C++, C#, and JS), Object Oriented Programming, Project Management, Database Management, System Analysis and Design, Management Information Systems

Little Angels College

Kathmandu, Nepal

Associate of Science; Major in Physics

2017 - 2019

- Completed two-year study abroad. Courses included Discrete Mathematics and Computer Science.

REFERENCES

Available upon request