

# Prajeet Basnet

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## TECHNICAL SKILLS

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

## PROJECTS

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- **Netflix Clone:** React app using redux/toolkit, firebase, Stripe and Google Auth.
- **CRUD App:** TypeScript and React application used to perform Create, Read, Update and Delete operations.
- **Bonding App:** Final year group project that bonds signed up users based on their common interest created by using React, NodeJS and MongoDB.
- **Movie Search App:** Web application in react using publicly available API to search movies.

## EXPERIENCE

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### Probe CX

#### Customer Solution Specialist

Biggera Waters, QLD

2023 - Present

- Utilised CRM software to maintain detailed customer records, track interactions, and follow up on open tickets.
- Responded to customer queries in a timely and accurate way via phone, email, or chat.
- Assisted end user with configuration and troubleshooting ensuring optimal system performance.

### Hertz and Thrifty Car Rentals Australia

#### Customer Service Representative

Sydney, NSW

2020 - 2023

- Interacted with customers in a professional and courteous manner and providing timely assistance.
- Consistently met and exceeded key performance indicators (KPIs), including average response time, first-call resolution, and customer retention rates.
- Proactively handled customer feedback and suggestions, providing valuable insights to team for developments.

### 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 and JavaScript.
- 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

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**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 Python, Discrete Mathematics and Computer Science.

## REFERENCES

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**Dinol Shrestha**

Software Developer

Scalapay

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**Sulabh Bartaula**

Java Developer

Mint Payments Australia

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