Prashanth Balakrishnan

Union, NJ | (201) 850-7699 | prashbala13@gmail.com | [LinkedIn](#) | [Github](#) | [Portfolio](#)

Skills

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- HTML | CSS | JavaScript | TypeScript | React | SCSS | Tailwind | Redux | Node | NextJs | Express | MongoDB | MySql | jQuery | PHP
- Vitest & React Unit Testing | Framer Motion | GIT | Github Actions | Python | Java | Figma | WordPress
- CI/CD | OOP | RestAPI | GraphQL | Linux | Jira | SEO | Agile Methodology | Data Structure Algorithms

Experience

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Blix
Software Engineer

Jersey City, NJ
Oct 2020 - July 2023

- Spearheaded the development of an intuitive help page for the BlueMail application using React and TypeScript, resulting in a 20% improvement in user experience.
- Conducted comprehensive manual and automated testing for the BlueMail application using Vitest and Playwright, ensuring a bug-free deployment process.
- Collaborated with UX/UI designers to implement user-centric designs, prioritizing accessibility and overall user experience.
- Implemented a systematic approach to benchmark and address customer-reported bugs, organizing Jira tickets for streamlined development workflows.

UBreakiFix
Head Technician / Store Manager

Kearny, NJ
Jan 2017 - Oct 2020

- Supervised and trained a team of 5+ technicians in mobile and hardware repairs, achieving a notable improvement in team efficiency and performance.
- Performed hardware repairs on a wide range of devices, including laptops, mobile phones, and tablets, demonstrating expertise in diverse hardware troubleshooting and repair tasks.
- Engaged with customers to identify reported issues, conducted thorough diagnostics, and proposed effective solutions, contributing to a high customer satisfaction rate.
- Conducted system diagnostics to troubleshoot issues with customer devices, consistently resolving problems in a timely and efficient manner.
- Provided support and training to technicians, focusing on complex hardware issues such as water damage, battery limitations, and damaged parts, resulting in enhanced technical skills within the team.

Education & Certifications

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New Jersey City University
Bachelor's of Science, Computer Science

Jersey City, NJ
Cumulative GPA: 3.5

AWS Certified Cloud Practitioner
AWS

Front-end Developer Career Path
Scrimba