

Rahul Sonar

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SUMMARY

- Excellent problem-solving and support engineering gained through 3 years of IT experience
- Quick learner, collaborative team player with strong communication and problem-solving skills.
- Worked as Application support Engineer in an agile environment on scalable and distributed web applications.
- Having Experience of 3 years of customer service with reputed MNC.

TECHNICAL SKILLS

- **Programming:** SQL, HTML, CSS, JAVASCRIPT.
- **Database:** MySQL..
- **Tools and other applications:** Visual Studio, SQL Server Management Studio, Git, Postman.

WORK EXPERIENCE

Junior Web Developer, Apex 36 Technologies, Mumbai

July 24 – Till Date

- Developing web based applications, desktop applications.
- **Projects build Using (HTML, CSS, JavaScript)**
 - Horizontal Scrolling Image Gallery with Color Transition.
 - Notes-Taking Application with Create, Save, and Delete Functionality.
 - Email Subscription System with Excel Export.
 - Random Password Generator with Strength Indicator and Show/Hide Feature.

Application Support Engineer, G-Tech solutions, Mumbai

Jan 23 – March 24

- Handled production-support activities such as client interactions, resolving production issues, email communication, fixing user errors.
- **IBPS:** An Newgen Product, collecting data & documents from different tool and showing it in various dashboards. Tech stack: React.Js, SQL.
- **Pay Expense:** A Tax Genie Product, to update monthly expenses of employees & track their Monthly Expenses.
- **Pay Invoice:** A Tax Genie Product, Pay Invoice is a procure-to-pay solution used to process invoices with better flexibility and efficiency.

Application Support, Ajivasan Music Academy, Mumbai

March 22 – Jan 23

- Handled production-support activities such as client interactions, resolving production issues, email communication, fixing user errors.

AR Executive, Gebbs Medical billing, Mumbai

Sep 21 – Feb 22

- US Process of Providing Update & support to users with their medical insurance.

Customer support – Email verification, Capita India Pvt Ltd, Mumbai

March 20 – Aug 21

- UK Process of Validating Documents & license of users.

Customer support - chat process, Supr Daily Pvt Ltd, Mumbai

April 19 – Jan 20

- Support via chat, while addressing user queries and concerns, providing resolutions and solving their queries.

EDUCATION

Bachelors in computer science, University of Mumbai, Mumbai