

Ritesh

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SUMMARY:

Front-end developer with enthusiastic in creating immersive and intuitive web experiences that resonate with users and contribute to the success of digital products and services. Expanding my full-stack development skills and fueling my daily growth as a programmer.

TECHNICAL SKILLS:

- **Frontend:** HTML, CSS, JavaScript, Bootstrap, Figma, Webflow, WordPress
- **Backend:** C#, .Net Framework
- **Database:** SQL Server
- **Design:** Photoshop, Illustrator

EXPERIENCE:

Junior Engineer Technical Support – iEnergizer Ltd. | Sept 2023 – April 2024

- Provided first-line technical support to internal and external users via phone, email, and live chat.
- Troubleshooted and resolved various technical issues related to software applications, hardware components, and network connectivity.
- Developed clear and concise explanations of technical solutions for users with varying technical expertise.
- Documented support interactions and solutions to improve the knowledge base for future reference.

Customer Service Representative – Caretel Infotech Ltd. | Jan 2019 – Oct 2019

- Effectively manage customer inquiries and complaints, adeptly offering solutions to resolve their issues.
- Prioritized delivering top-tier services to ensure optimal customer satisfaction while cultivating enduring and positive relationships with the company.

Customer Service Associate – WHSmith Retail Pvt. Ltd. | July 2017 – Feb 2018

- Enhanced the customer experience by warmly welcoming patrons, providing informative responses to inquiries, and skillfully handling financial transactions.
- Proactively drove sales by engaging with customers and sharing expert product knowledge.
- Maintained the store's cleanliness and impeccable condition while contributing to efficient inventory management

PROJECTS:

Portfolio

Tech Stack: HTML and Tailwind CSS

- A portfolio site built with HTML, JavaScript and Tailwind CSS

EDUCATION:

Indira Gandhi Nation Open University, Delhi | Bachelor's Degree in Computer Application