

Ritu Kumari

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PROFESSIONAL SUMMARY

Experienced IT professional with 2 years of experience in the IT industry, now transitioning into a front-end development role. Skilled in HTML, CSS, and JavaScript with hands-on experience building responsive web projects, including games and API-integrated applications. Adept at problem-solving, quickly learning new technologies, and working collaboratively in fast-paced environments. Eager to contribute programming skills and IT knowledge to build engaging user interfaces and scalable web solutions.

WORK EXPERIENCE

Technology Service Desk Engineer
Bank of America (via Microland) — Gurgaon, Haryana, India
June 2022– July 2024

- Provided remote technical support to end-users, efficiently resolving system and application issues across platforms.
- Proactively troubleshooted user queries, minimizing downtime and ensuring smooth operations.
- Monitored communication channels to deliver timely and high-quality customer service.
- Created and maintained detailed documentation of support tickets for improved tracking and efficiency.
- Applied technical expertise to resolve complex issues, contributing to increased user satisfaction.

PROJECTS

- **Smart Order Stream (Major Academic Project) (Frontend)**
Developed a QR-based smart ordering system, responsive web pages to streamline digital menu access and order placement.
- **Currency Converter (HTML, CSS, JavaScript, REST API)**
Developed a real-time currency converter using a third-party exchange rate API. Displayed live conversion rates with form validation and responsive layout.
- **Tic-Tac-Toe & Rock-Paper-Scissors Game (HTML, CSS, JavaScript)**
Browser-based game using HTML, CSS, and JavaScript featuring two-player mode, dynamic UI, real-time win/draw detection, computer logic, and responsive animations.
- **Amazon Clone Website (Frontend Design)**
Created a static clone of the Amazon homepage using only HTML and CSS to replicate the look and feel of the original website. This project focused on frontend layout and styling skills
- **Personal Portfolio Website**
Built a fully responsive portfolio site using semantic HTML, Flexbox/Grid, and vanilla JavaScript, featuring theme toggling, smooth scrolling, and animated sections.

EDUCATION DETAILS

Bachelor of Technology – Computer Science Engineering
Lingaya's Vidyapeeth Faridabad, Haryana 121002
2021 – 2025 (Result Awaiting)

Diploma in Electronics and Communication Engineering
PUSA Institute of Technology
New Delhi, India
2019 – 2022 (Scored 88.4%)

Secondary Education (10th)
S.K.V.C-1, New Delhi, India
2019 (Scored 88%)

TECHNICAL SKILLS

- HTML
- CSS
- JavaScript
- DOM Manipulation
- REST APIs
- OOPS concepts
- Resolving software and application issues
- Microsoft Office
- ITSM
- Tools: Visual Studio Code & BMC Remedy

SOFT SKILLS

- Problem-solving
- Time management
- Teamwork
- Adaptability
- Self-Motivated
- Disciplined

PERSONAL INTERESTS

- Reading Books
- Travelling

LANGUAGES

- English
- Hindi