Sabin Mainali

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Summary

Experienced software developer with strong skills in JavaScript and PHP programming languages. Proven track record of developing and maintaining software applications that meet user needs and exceed expectations. Skilled in collaborating with cross-functional teams to deliver high-quality software solutions.

Experience

Warehouse Associate | 11/2022 - Present | Amazon Warehouse | London, Ontario

- Receiving incoming inventory, checking it for accuracy, and storing it in the appropriate location within the warehouse.
- Picking items from the warehouse shelves, packing them securely, and preparing them for shipment to customers.
- Operating warehouse equipment such as pallet jacks, and hand trucks to move inventory within the warehouse.
- Follow established safety protocols and guidelines to ensure a safe working environment for yourself and others.

Data Entry Specialist | 09/2020 - 11/2022 | Sollio Agriculture | Princeton, Ontario

- I am responsible for accurately entering data into Sollio Agriculture's computer systems. This include entering customer information, sales data, inventory information, and other types of data.
- Review data for accuracy and completeness, ensuring that all data is entered correctly and consistently.
- Conducting data analysis to identify trends, patterns, and insights that can be used to inform business decisions.
- Maintaining the confidentiality of Sollio Agriculture's data, ensuring that sensitive information is not shared or disclosed without authorization.

Software Developer | 09/2019 - 09/2022 | Worldlink Communications | Jawalakhel, Bagmati

- Build test driven APIs using Laravel, Lumen and deployed it in NGINX.
- Worked with Charts.js to visualize seasonality, predictions, and aggregation of products.
- Design and develop web applications and provide support to stakeholders.
- Performed code refactoring, standardized the git modal, and implemented automated testing boosting the efficiency of team of 5 people by half an hour each day.
- Initiated company-wide standard coding practices by implementing Linter, code formatting, and Storybooks.
- Automated deployment by implementing CI/CD pipeline in GitLab saving 30 minutes every time the application was deployed.

Customer Care Supervisor | 05/2018 - 08/2019 | Worldlink Communications | Jawalakhel, Bagmati

- Performed high service quality standards, incorporate the strategic selling in customer interactions, build reports, and seek opportunities to deepen customer relationships.
- Manage front desk with schedules and roles on week-week basis.
- Handles angry customer patiently, dive deep into the real issue and solve diplomatically.
- Analyze customer data and contribute in making strategy for sales and maintaining churn.

Technical Support Representative | 02/2017 - 04/2018 | Worldlink Communications | Jawalakhel, Bagmati

- Handle 70+ calls daily with duties including signing up new customers, retrieving customer data, presenting relevant product information and cancelling service.
- Trained 3 employees in how to use CRM software, entering customer data and organizing it.
- Received an average 87% customer satisfaction rating to date, 12% higher than the company average.

Skills

Customer service, Communication skills, Leadership, Javascript, REST, Agile, Html5, APIS, GIT, Oracle, Software development, JIRA, SQL, CSS, Computer Networking, Basic Router Configuration, Problem Solving, Technical

Suppoort, Laravel, PHP, Python, Microsoft Office, Docker, Linux, Mac OS, GitLab

Education

CS 50 | Harvard University | 06/2023 | London, Ontario

Bachelor of Engineering in Information Technology | Cosmos College of Management and Technology | Lalitpur, Bagmati