**Sanjeev Thapa**

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**SUMMARY**

I am a junior web developer skilled in front-end technologies like HTML, CSS, JavaScript, and Tailwind, with experience in back-end development using Node.js, SQL, and MongoDB. I actively participate in code reviews and create custom API routes, utilizing version control systems like Git to streamline development.

In addition to my web development expertise, I have a solid IT support background, including Windows OS installation, server management, and networking (DHCP, DNS, TCP/IP). I’m also proficient in cloud platforms like Microsoft Teams and SharePoint. With strong communication and problem-solving skills, I focus on delivering excellent customer service and continuously strive to enhance both user experience and application performance.

**SKILLS**

* JavaScript
* HTML
* CSS
* Node.js, Express.js, SQL, MongoDB
* Proficiency in GitHub/GitLab
* Good research proficiency in Web API, Server-side API, Third-party API
* Strong grasp of DOM manipulation
* Remote Desktop Support
* Active Directory
* Backup and Recovery
* Microsoft Azure
* Office 365
* Ticketing systems (Jira, ServiceNow)
* Server management
* Microsoft Teams and software
* Desktop Apps (MS Excel, Word, PowerPoint)

**EXPERIENCE**

**Junior Web developer (Internship)**

**University of Sydney (April 2024- Present) Sydney**

* Assisted in writing and styling front-end components with HTML, CSS, and JavaScript.
* Designed responsive layouts using media queries.
* Developed server-side logic with JavaScript and Node.js.
* Integrated databases (SQL, MongoDB) into applications.
* Identified and fixed bugs in front-end and back-end code.
* Collaborated with designers, senior developers, and team members to implement ideas.
* Took notes during meetings, documenting key points.
* Participated in daily stand-ups, sprint planning, and retrospectives.
* Documented code changes and created user guides.
* Reviewed commit messages before merging and pushing to GitHub.
* Developed API endpoints and managed server-side routes.
* Monitored post-deployment applications to resolve issues.
* Researched APIs and improved website performance.
* Assisted in server setup and deployment pipelines.
* Ensured data security and optimized back-end performance.

**IT support officer**

**Intersect (January2023-Present) Sydney**

* Provided level 1 IT support to end-users, troubleshooting hardware and software issues promptly.
* Assisted users with basic technical inquiries, including password resets, reducing login-related support tickets by 80%.
* Logged and tracked support tickets using ticketing systems to ensure timely resolution and ensuring no SLA breach and achieving response time of 30 minutes.
* Conducted routine maintenance tasks such as system updates and virus scans.
* Collaborated with team members to escalate complex issues to level 2 support when necessary, resulting in 50% faster issue resolving.
* Delivered clear and concise instructions to users for resolving common IT problems independently.
* Troubleshoot various Microsoft 365 application problems, covering Outlook email problems, OneDrive file sync issues, and Exchange Online access hurdles, ensuring smooth workflow for users.
* Managed all mobile device management tasks, efficiently organizing both company-owned and client-owned devices.
* Participated in regular training and getting stay updated which resulted in 25% increase in first call resolution rates as indicated in my key performance indicator.

**Administration officer**

**Bupa Aged care (January 2022 -August 2023) Sydney**

* Managed administrative tasks within an aged care facility, ensuring smooth operations.
* Coordinated resident admissions, discharges, and transfers, maintaining accurate records and documentation.
* Supported staff with payroll processing, scheduling, and maintaining employee records.
* Managed inventory of office supplies and equipment, ordering as needed to ensure efficient functioning.
* Collaborated with healthcare professionals, families, and external agencies to facilitate resident care and support services.

**Customer Service Representative**

**Coles (December 2021 - June 2022) Sydney**

* Provided exceptional customer support through various channels including phone and in-person interactions at Coles.
* Addressed customer inquiries, concerns, and complaints promptly and courteously, ensuring customer satisfaction.
* Assisted customers with product information, troubleshooting, and processing orders accurately and efficiently.
* Collaborated with team members and other departments to resolve complex issues and ensure seamless customer experiences.
* Maintained accurate records of customer interactions and transactions using Coles' internal systems.
* Upheld company policies and procedures while delivering high-quality service to meet customer needs.
* Participated in ongoing training and development to enhance customer service skills and product knowledge.

**EDUCATION**

* Bachelor of information technology,

Sydney international school of technology and commerce (01/07/2021 - 30/06/2023) Sydney, Australia

* Bootcamp certification from the University of Sydney.

Commenced a certification in bootcamp from university of Sydney

**PROJECTS**

**Brainstorming an idea to make a movie pick application for a user**

**Working on an upcoming project with the team**

* Part of the team for planning and requirements
* responsible for wireframes and high-fidelity UI designs
* Responsible for research in correct web APIs to us in web browser
* Fixing up the debugging in code, making it more responsive, mobile responsive

Git hub URL for the site: <https://sanjeev190.github.io/pick-my-flick2/>

**Building a weather application using an API and playing with an API**

GitHub URL for the site: [**https://sanjeev190.github.io/Weather-application/**](https://sanjeev190.github.io/Weather-application/)

**Playing with the SQL database and creating an employee tracker**

Link to the GitHub repo for the site: https://github.com/Sanjeev190/EmployeeTracker2

**Build a website for a retail shop June2023.**

Sydney international institute of technology and commerce (April 2023 - April 2023)

* Participated in creating a customer-friendly website and competent website for retail shop.
* Tools: HTML, Java, JavaScript, CSS
* **Duties:**
* Developed backend functionality using JavaScript.
* Wrote coding and scripts for website functionalities.
* Created a responsive web design using CSS across multiple pages.
* Utilized HTML for structuring Webpages.
* Implemented DOM framework for dynamic page interactions.
* Designed user-friendly web pages for customer registration and account creation.
* Integrated features for online account and transaction details retrieval.
* Ensured seamless customer interaction throughout the website.
* Outcome: Responsive online retail system for the customers to use which would enable them to log in to their accounts and use all the features properly. The project was submitted successfully.
* Result: Achieved a High Distinction

**Build a user training program to improve user proficiency and IT system**

I was part of the project for the company which aim was to reduce the issue call related to troubleshooting of the common IT system:

* I was given the responsibility to record the most generated issue in the IT ticketing system.
* I found out one of the most common issues was forgetting password for their account
* I was part of the developing training materials and tutorials
* After all the issues were resolved I took extra time with customers to gather feedback from user to improve the service and training system
* Provided training to a client and keep track of the record and proficiency of the training

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The training program was created and applied. which resulted in less in-called IT common problems.