**Sanjeev Thapa**

City of Sydney, New South Wales, Australia sanjeevthapa961@gmail.com 0420356089  https://www.linkedin.com/in/sanjeev-thapa-45b50b28b/

**SUMMARY**

As a Full Stack Developer, I specialize in building dynamic UIs with HTML, CSS, JavaScript, React.js, and Tailwind CSS. on the back-end, I work with Node.js, Express, MongoDB, SQL, and GraphQL to create scalable APIs and manage complex data. I’m proficient in the MERN stack (MongoDB, Express, React.js, Node.js) and use GraphQL to optimize data fetching.

With a solid IT support background in Windows OS, server management, and networking protocols (DHCP, DNS, TCP/IP), I approach projects with a comprehensive perspective. I’m committed to continuous learning, participating in code reviews, and delivering high-performance, user-centric solutions that drive business growth.

**SKILLS**

* **Frontend:**HTML, CSS, JavaScript, React.js, Tailwind CSS, DOM Manipulation, Responsive Design, Cross-Browser Compatibility
* **Backend:**Node.js, Express.js, MongoDB, SQL, GraphQL, RESTful APIs, Server-side APIs, Third-party APIs
* **Full Stack Development:**MERN Stack (MongoDB, Express.js, React.js, Node.js), Authentication (JWT, OAuth), Authorization, GraphQL Data Fetching, Full-Stack App Development
* **Version Control:**Git, GitHub, GitLab, Branching, Merging, Collaborative Workflows, CI/CD Pipelines
* **Cloud Platforms:**Microsoft Azure, Microsoft Teams, SharePoint, Office 365, Desktop Apps (Word, Excel, PowerPoint)
* **IT Support:**Windows OS, Remote Desktop Support, Active Directory, Ticketing Systems (Jira, ServiceNow), Backup and Recovery, Server Management, Networking (DHCP, DNS, TCP/IP)

**EXPERIENCE**

**Full Stack Developer (Internship)**

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

* Assisted in writing and styling front-end components using HTML, CSS, JavaScript, React.js, and Tailwind CSS to create dynamic, responsive layouts and interactive UI elements.
* Designed mobile-first, responsive layouts with media queries to ensure cross-browser compatibility and seamless user experiences across devices.
* Developed server-side logic with Node.js and Express.js, integrated SQL and MongoDB databases, and created RESTful API endpoints for efficient data handling.
* Worked with GraphQL to optimize data fetching and improve performance.
* Contributed to the development of MERN stack applications (MongoDB, Express, React.js, Node.js), integrating full-stack features and functionality.
* Collaborated closely with designers, senior developers, and team members to implement ideas and refine the application.
* Participated in daily stand-ups, sprint planning, and retrospectives, documenting key points and helping create user guides for code changes and new features.
* Reviewed commit messages before merging and pushed updates to GitHub, ensuring adherence to best practices in version control.
* Researched and integrated third-party APIs to enhance functionality and performance.
* Monitored post-deployment applications, resolving issues quickly to ensure high availability and performance.
* Ensured the security and optimization of the back end, following best practices for performance and data protection.
* Assisted in server setup and deployment pipelines, improving overall application performance and stability.

**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 at full stack development from the University of Sydney.(28/5/2024-12/11/2024)

Commenced a certification of full stack development 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 shops.
* 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

.

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