

Sanskriti Gunde

<https://sanskrutigunde.github.io>

831-004-5762 • sanskriti.ok@outlook.com • [linkedin.com/in/sanskrutigunde](https://www.linkedin.com/in/sanskrutigunde) • github.com/SanskritiGunde

WORK EXPERIENCE

Customer Success Associative

Gyankaar Technologies pvt. Ltd(Pagarbook), Bangalore

10/2020 – Present

- Provide technical support and ad-hoc training to customers who use the company's product, replying to inbound queries
- Ensure customers remain satisfied with the product by educating them about functional capabilities and possible upgrades
- Aid with the development and improvement of the product by gathering feedback to identify recurring issues and addressing these with the product manager
- Maintain excellent service standards, going above and beyond to ensure customer satisfaction and retention

Customer Relationship Manager (Technical)

Hitech Digital World Pvt. Ltd. (Nagpur)

11/2019 - 08/2020

- Ensured superior customer experience by investigating and resolving inquiries and complaints in a timely and empathic manner
- Served as the single point of contact and a trusted advisor during the modification process
- Handled customer interactions
- Worked overtime when needed to ensure peers were meeting their deadlines
- Communicated difficult decisions and messages while maintaining customer relationships
- Coached a team associates towards improving their servicing processes and foundational skills
- Followed up ensuring relevant actions were taken on clients complaints
- Answered calls professionally providing complete information about products, take/order cancels or obtain details about complaints

Customer Service Executive

Law Protectors IPR Consultant LLP. (Nagpur)

08/2018 - 03/2019

- Ensured all new admission call activities are in accordance to set guidelines
- Shared best practices and knowledge with colleagues and teams helping achieve the sales targets
- Ensured appropriate collection procedure maintaining the customer service focus
- Overcame clients objections/rejections to company products and convinced them
- Managed to keep records of customer interactions, transactions, complaints, comments as well as actions taken, process orders, forms and applications

PERSONAL PROJECTS **Portfolio Website (05/2021)**

- Created with HTML, scss, css, gsap, javascript, Google Analytics
- Responsive landing page

<https://sanskrutigunde.github.io/>

Github Finder (05/2021)

- Created with HTML, CSS, javascript, ReactJs, Rest-api
- Finds the github user
- Deployed on Netlify
- Responsive, Google Analytics, SEO

<https://sggithubfinder.netlify.app/>

CheckWeather: Show the Local Weather (04/2021)

- You can see the weather in your current location
- You can see a different weather icon depending on the weather
- You can push a button to toggle between Fahrenheit and Celsius
- Created with jQuery, CSS, HTML5, Bootstrap, Rest API, Ajax
- PWA, Responsive, Google Analytics, SEO

<https://sanskrutigunde.github.io/CheckWeather/>

Tindog: Landing Page (04/2021)

- Hosted on github pages
- Created with CSS, HTML5, Bootstrap
- Responsive landing page

<https://sanskrutigunde.github.io/tindog/>

Dice Game (04/2021)

- Hosted on github pages
- 2 players dice game
- Created with CSS, HTML5, Javascript

<https://sanskrutigunde.github.io/Dice-Game/>

DrumKit (04/2021)

- Hosted on github pages
- JS based drum kit
- Created with CSS, HTML5, Javascript

<https://sanskrutigunde.github.io/DrumKit/>

EDUCATION

B.E. in Computer Science & Engineering (2014-2017)

Rajiv Gandhi College of Engineering and Research, Nagpur

Diploma in Computer Technology (2011-2014)

Maharashtra State Board Of Technical Education, Mumbai

X (2011)

Maharashtra State Board Of Secondary And Higher Secondary Education, Pune

LANGUAGES

Marathi

English

Hindi

TECHNOLOGIES

DAY-TO-DAY COMFORT

Sass / LESS

HTML5 / CSS3

JavaScript / jQuery

PWA

Photoshop / Sketch

Version Control (GIT)

Foundation / Bootstrap / Material Design

Responsive Layout and Design

BEM Methodology (Naming Convention)

Cross-Browser Compatibility

HAVE EXPERIENCE WITH

Grunt

RequireJS

AJAX

Node.js

React.js

SOFT SKILLS

Empathy

Open-mindedness

Creativity

Communication

Problem solving

Teamwork

Accountability

ACHIEVEMENTS

Participated in University Volleyball tournament in 2015, 2016 & 2017

CERTIFICATES

Microsoft certified professional (03/2014)

Microsoft Specialist (03/2014)

AMCAT (01/2017)

Web technology, SQL, J2EE, core java (04/2018)

The Complete 2021 Web Development Bootcamp(05/2021)

PUBLICATION

Data Leakage Detection Using Client-Server Mechanism

International Journal of Scientific Research in Computer Science, Engineering and Information Technology (3/2017)

DECLARATION

I hereby declare and confirm that the above mentioned information is true to the best of my knowledge.

Place – Bangalore

Date –

Sanskriti Gunde