

# Sanskruti Gunde

<https://sanskrutigunde.github.io>

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## 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

### **Point Of Sale (05/2021)**

- Inventory Management, billing
- Add, delete, edit products
- Deployed on Netlify
- Firebase as database
- Created with CSS, HTML5, Javascript, ReactJS, Firebase

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

### **Keeper App (05/2021)**

- Keep Notes
- Deployed on Netlify
- Create, delete, edit Notes
- Created with CSS, HTML5, Javascript, ReactJS

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

### **ToDo App (05/2021)**

- ToDo App
- Add, delete todo's
- Deployed on Netlify
- Created with CSS, HTML5, Javascript, ReactJS

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

### **Simon Game (05/2021)**

- Simon is an game of memory skill
- Created with HTML5, CSS, jQuery, javascript

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

### **Portfolio Website (05/2021)**

- Created with HTML5, scss, css, gsap, javascript, Google Analytics
- Responsive landing page

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

### **Github Finder (05/2021)**

- Created with HTML5, 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
- Progressive Web App(PWA)
- 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*

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#### LANGUAGES

Marathi

English

Hindi

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#### 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

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#### SOFT SKILLS

Empathy  
Open-mindedness  
Creativity

Communication  
Problem solving

Teamwork  
Accountability

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#### ACHIEVEMENTS

Participated in University Volleyball tournament in 2015, 2016 & 2017

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#### CERTIFICATES

The Complete 2021 Web Development Bootcamp(05/2021)  
Wes Bos React for Beginners(05/2021)  
Modern React Front to Back by Brad Traversy(05/2021)  
Web technology, SQL, J2EE, core java (04/2018)  
Microsoft certified professional (03/2014)  
Microsoft Specialist (03/2014)  
AMCAT (01/2017)

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#### PUBLICATION

Data Leakage Detection Using Client-Server Mechanism  
*International Journal of Scientific Research in Computer Science, Engineering and Information Technology (3/2017)*

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#### DECLARATION

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

Place – Bangalore

Date –

**Sanskriti Gunde**