SHUBHAM CHAVHAN

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EXPERIENCE

Infosys
Associate Consultant

November 2022 – Present
Pune

- Developed responsive and user-friendly interfaces for an Over-The-Top (OTT) platform using React.js.
- Optimized application performance, leading to a 20% increase in page load speed and overall responsiveness.
- Designed and implemented the frontend architecture for a broadband website using React.js, enhancing overall site usability.
- Created interactive and visually appealing dashboards for users to track broadband usage and manage account settings.
- Refracting majority of the code base from Vanilla JavaScript to React functional components with hooks.
- Implemented responsive web design principles, resulting in a 15% increase in mobile user engagement.
- Engaged in close collaboration with UX/UI designers to implement pixel-perfect designs, ensuring a consistent and visually appealing user interface. Simultaneously, actively participated in agile development methodologies, providing regular updates, and adapting to evolving project requirements.

Google Operations Center
Digital Media Senior Associate

March 2022 – November 2022
Hyderabad

- Troubleshooting and resolving issues related to DoubleClick Bid Manager (DBM), (exchange buying), Campaign Manager (CM) and Rich Media Publisher Page Issues, Search Ads 360. This includes technical troubleshooting of issues related to standard, rich-media, mobile and video(VAST) creatives, line items, tags, ad-serving, etc.
- Providing product, troubleshooting & workflow guidance and training to new hires / newbie's in the support team.
- Educating the customers on product usage, from the basics to best practices mostly via emails/phone calls.
- Working on internal product initiatives like process automation, product improvement/suggestion/development etc. under client's direction.

Amazon
Customer Service Associate

September 2019 – March 2022
Pune

- Resolved phone, chats and email customer inquiries.
- Processed and logged incoming calls into the CRM system.
- Forwarded and escalated inquiries to relevant individuals and departments.
- Provided superior services and promoted a friendly, comfortable environment by providing fast and friendly service.

SKILLS

- Languages: JavaScript, TypeScript, CSS, GraphQL, SCSS
- Framework: React
- Libraries: Redux, Styled Components, React Router

University of Pune
Bachelor of Electronic and Telecommunication Engineering