

SHUBHAM CHAVHAN

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WORK EXPERIENCE

Infosys

Senior 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.
- Refactored 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.
- Utilized Redux for state management in complex React.js applications, ensuring efficient data flow and maintainability.
- Conducted code reviews and provided constructive feedback to team members, fostering a culture of continuous improvement and code quality.
- Stayed updated with the latest frontend development trends and technologies, attending conferences, workshops, and online courses to continuously enhance skills and knowledge.

Google Operations Center

Digital Media Senior Associate

March 2022 – November 2022

Hyderabad

- Debugging creatives and optimizing ad campaigns using JavaScript, HTML and CSS within Google studio department, ensuring seamless integration and functionality across various platforms.
- Providing product, troubleshooting & workflow guidance, and training to new hires/newbies in the support team, emphasizing expertise in JavaScript-based creative development and debugging.
- Educating customers on product usage, from basics to best practices, leveraging expertise in JavaScript-based creative development and debugging, primarily via emails/phone calls.
- Collaborating on internal product initiatives such as process automation, product improvement/suggestion/development, etc., under the client's direction, with a focus on enhancing JavaScript-based creative development and debugging processes.

Amazon Development Centre India

Customer Service Associate

September 2019 – March 2022

Pune

- Responded promptly and effectively to customer inquiries via phone, email, and live chat, maintaining a high level of professionalism and customer satisfaction.
- Assisted customers in navigating company websites, resolving issues with orders, payments, and account management, ensuring a smooth and seamless customer experience.
- Collaborated with cross-functional teams including sales, technical support, and logistics to expedite issue resolution and enhance overall customer satisfaction.
- Provided superior services and promoted a friendly, comfortable environment by providing fast and friendly service.

- Consistently met or exceeded performance metrics including average handle time, first contact resolution, and customer satisfaction scores.
- Maintained detailed records of customer interactions and resolutions using CRM software, ensuring accurate documentation and follow-up on open issues.
- Participated in ongoing training and development programs to expand product knowledge, improve communication skills, and stay updated on industry trends and best practices.

SKILLS

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

EDUCATION

University of Pune

Bachelor of Electronic and Telecommunication Engineering