SHUBHAM CHAVHAN

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SUMMARY

Front-end developer with 5+ years of experience in building responsive web applications using React.js, JavaScript, HTML, CSS, and TypeScript. Proven ability to enhance user experience and application performance through effective collaboration and innovative solutions. Strong focus on code quality and maintainability.

SKILLS

- Languages: JavaScript, TypeScript, HTML, CSS, SCSS, GraphQL
- Framework: React.js, Video.js
- Libraries: Redux, Jest, Styled Components, React Router, Material UI

EXPERIENCE

Infosys   November 2022 – Present
Technology Lead   Pune

- Led responsive UI design for OTT platform using React.js, boosting user satisfaction by 30% across 5 devices.
- Improved app performance with 20% faster page loads, increasing user retention by 12%.
- Redesigned broadband service frontend, improving usability by 25% and driving $200,000 additional quarterly revenue.
- Created interactive dashboards, reducing support queries by 20% and saving 300 support hours monthly.
- Refactored 70% of legacy code to React, cutting bugs by 40% and related support tickets by 50%.
- Implemented responsive design, increasing mobile engagement by 15% and traffic by 10% (10,000 extra monthly visits).
- Optimized complex React.js apps with Redux for better data flow and scalability.
- Conducted code reviews, reducing defects and promoting best practices.
- Contributed to agile cycles, improving release velocity and cross-functional integration.

Google Operations Center   March 2022 – November 2022
Digital Media Senior Associate   Hyderabad

- Debugged and optimized ad campaigns using JavaScript, HTML, and CSS within Google Studio, ensuring seamless cross-platform integration and improved campaign performance.
- Delivered product troubleshooting and workflow guidance to new hires, specializing in JavaScript-based creative development and debugging techniques.
- Educated clients on product usage and best practices through effective communication via email and phone, enhancing customer satisfaction and engagement.
- Collaborated on internal initiatives for process automation and product improvement, streamlining JavaScript-based creative development workflows and increasing efficiency.

Amazon

September 2019 – March 2022

Technical Support Associate

Pune

- Collaborated with product and tech teams to enhance customer experience by integrating user feedback and implementing targeted improvements.
- Collected and documented business and technical requirements to ensure a comprehensive understanding for effective support resolution.
- Engaged with customers on escalated support issues, utilizing strong communication and problem-solving skills to manage critical situations.
- Provided technical support by translating customer needs into actionable solutions, fostering enhanced user satisfaction and retention.

EDUCATION

University of Pune

Bachelor of Electronic and Telecommunication Engineering