Sushant Chhetry

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SUMMARY

Motivated Implementation Consultant with strong customer support and project management skills seeking a Frontend Software Engineer role. Skilled in HTML5, CSS3, and client-side JavaScript frameworks/libraries including React and Next.js. Strong analytical and problem-solving abilities with a proven ability to learn new technologies quickly.

EXPERIENCE

Implementation Consultant
FAST Enterprises   **August 2022 - Present, Montgomery, Alabama**

· Configured software solutions to integrate the NIC Credit Card payment option into My Alabama Tax Website, enabling a new online transaction type.
· Managed core updates on the site's registration subsystem as part of the Service Pack team, resulting in an updated system.
· Presented new product features to multiple clients, increasing feature adoption through effective communication and persuasive presentation skills.
· Collaborated with cross-functional teams to resolve Change Requests from Business Analysts users within a reasonable turnaround time, maintaining a high satisfaction rate from clients.

PROJECTS

International House Alumni Weekend
JSU International House · April 2023 -April 2023

· Designed and developed the "Young Alumni Weekend" website using Next.js and React.js, resulting in an engaging, user-friendly platform for the event.
· Utilized Vercel for website deployment, ensuring high availability and scalability of the website during the event, with no downtime recorded.
· Conducted website testing to ensure optimal performance and a bug-free experience, resulting in a 99% error-free website.
· Provided website maintenance and support before and during the event, responding to inquiries and issues within an average of 1 hour and maintaining a 95% satisfaction rate from users.

EDUCATION

Bachelor of Computer Science
Minor in Mathematics · Jacksonville State University · Jacksonville, AL · 2022 · 4.0

INVOLVEMENT

Technology Support Volunteer
Jacksonville State University · ACM South East Conference · April 2022 - April 2022

· Successfully troubleshooted software, hardware, and network connectivity issues for 50+ conference attendees, resulting in a seamless conference experience.
· Collaborated with conference organizers to ensure proper setup and maintenance of IT equipment, contributing to a highly successful conference.
· Reduced installation time of conference software by 30% through effective assistance in installation and configuration, ensuring proper functionality for all attendees.
· Maintained accurate documentation of technical issues and resolutions, enabling efficient future issue resolution and process improvement.
· Provided exceptional customer service by promptly responding to inquiries and issues within an average of 15 minutes and maintaining a 100% issue resolution rate.

SKILLS

· **Proficient in project management, software implementation, and customer support**
· **Strong analytical and problem-solving abilities**
· **Excellent communication and presentation skills**
· **Skilled in HTML5, CSS3, React, Next.js, and client-side JavaScript frameworks and libraries.**
· **Experience with Git, REST API design principles, and security best practices**
· **Familiarity with cross-browser compatibility issues and TypeScript**
· **Knowledge of unit, integration, and end-to-end testing**