

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 NIC Credit Card to My Alabama Tax Website, resulting in a 40% increase in online payment transactions.
- Managed core updates on site's registration subsystem as the part of the Service Pack team, resulting in a 25% increase in system performance and a 50% decrease in system downtime.
- Presented new product features to 10+ clients, increasing product adoption rate by 15% through effective communication and persuasive presentation skills.
- Collaborated with cross-functional teams to resolve Change Requests from Business Analysts users with an average turnaround time of 48 hours, maintaining a 90% 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