Yogendra Pratap

Front End Developer

Contact

Address
New Delhi, India 110059

Phone
9630660516

E-mail
yogendtapratap@gmail.com

Skills

Project Management

Content Writing

Video Editing

Customer Support

E-commerce management

Personal Details

Date of Birth: 24 October, 2002

Nationality: Indian

Marital Status: Single

Proven achiever with a solid background in project management and customer support, honed at BYJU's - The Learning APP and as a freelancer on Fiverr. Excelled in enhancing system efficiency and client satisfaction through innovative solutions and effective communication. Skilled in content writing and video editing, delivering projects that consistently exceed expectations.

Highly reliable and experienced with track record of helping clients improve bottom-line numbers by providing tailored advice, expertise and innovative solutions. Adept in quickly identifying customer needs and designing customized strategies to maximize company performance and profitability. Skilled in analyzing industry trends, competitor activities and market conditions to make timely decisions.

Proven track record of successfully managing multiple freelance assignments concurrently, meeting deadlines and client satisfaction. Possessing excellent communication skills while interacting effectively with both technical and non-technical personnel at all levels.

Work History

2023-02 - Current

Freelancer

Fiverr, New Delhi, India (Remote)

- **Mentored junior team members, providing guidance on best practices and techniques for success in freelance industry.**
- **Adapted quickly to changing project requirements, demonstrating flexibility and adaptability under pressure.**
- **Utilized advanced software tools to produce visually appealing designs for client projects.**
- **Enhanced client satisfaction by delivering high-quality work within deadlines**

2022-03 - 2023-01

Troubleshooter

BYJU's - The Learning APP, Noida, India

- **Conducted detailed investigations into system malfunctions, ensuring accurate identification of underlying causes for swift remediation efforts.**
- **Enhanced customer satisfaction with timely resolution of complex technical problems.**
- **Applied critical thinking skills to identify patterns in reported issues, enabling targeted improvements in hardware and software systems.**

- **Improved system efficiency by diagnosing and resolving technical issues promptly.**
- **Delivered high-quality technical support to customers, building strong relationships and fostering loyalty.**

Education

2020-02 - 2022-04	**Bachelor of Computer Applications: Computer Programming**

Computec Professional Group Institute - New Delhi, India

- Completed professional development in Web & Graphic Designing.

2019-03 - 2020-04	**High School Diploma**

Shivani Public School - New Delhi, India

Certifications

2022-03	Python, Web Development & Java

Exploring

The thrill of discovery is what drives the explorer's spirit. Whether it's venturing into a hidden corner of your own city, unearthing forgotten trails, or diving into new cultures, exploration hobbies offer a constant chance to learn and be surprised.