

Profile

Professional with strong motivation and attention to detail, with expertise in web development, technological debugging, and data management. Having a solid background in computer studies in addition to technical expertise gained through the Web Development Course. Effectively communicating with teams from various departments and providing great customer service. Skilled in preserving data integrity and maintaining confidentiality. Excellent communication skills and problem-solving. Ready to contribute to dynamic web development projects by leveraging my technical experience and transferrable skills.

EDUCATION

Le Wagon, Mauritius — *Web Development Course (Full Stack Developer)* 2022

- Intensive coding bootcamp learning HTML, CSS, Bootstrap, JavaScript ES6, SQL, git, GitHub, Heroku and Ruby on Rails.

SNIT, Mauritius — *IDCS (International Diploma in Computer Studies)* 2006

- Business Organization, Computer Technology, System Development, Developing a Website, Networking, Programming Methods, VB.Net.

SNIT, Mauritius — *ICCS (International Certificate in Computer Studies)* 2005

- Basic Mathematics for Computing, English for Business Communication, Fundamental Concepts of Computing, Introduction to Programming and Databases, PC Competence.

TECHNICAL SKILLS

- Knowledge in web development technologies, including HTML, CSS, Bootstrap, JavaScript, SQL, git, GitHub, Heroku, and Ruby on Rails.
- Knowledge of configuring software, systems and identifying and fixing software issues.
- Knowledge of SQL and experience with data entry and database management
- A strong focus on accuracy and care in data entry and documentation.

TRANSFERABLE SKILLS

- Skilled in giving timely, courteous responses to client questions via email and phone to ensure a satisfying customer experience.
- Effective collaboration skills with developers and other team members in a variety of positions, establishing a collaborative environment.
- Maintained data security and confidentiality, which is essential for managing sensitive information.
- Acquired the ability to communicate with team members and solve problems, which helped to resolve problems quickly.
- Strong verbal and written communication abilities.

EXPERIENCE

Joyful Disability Services (Deer Park, Australia) — *IT Support (FREELANCE)*

July 2022 – Present

- Provide assistance for internal web applications used for business operations.
- Maintain and troubleshoot computers, printers, and other hardware.
- Maintain network configurations, software licenses, and support procedures.

Help on Call Ltd — *IT Support Officer*

Oct 2018 – Mar 2019

- Providing technical support to end-users.
- Troubleshooting software issues configuring software, systems, printers, and networks.
- Maintaining records of user support logs.

Ramnauth Fast Track Services Ltd — *Customs Clerk*

Jul 2017 – Feb 2018

- Conducted meticulous verification of imported goods in collaboration with customs officers.
- Collected and accurately submitted required fees, duties, and taxes.
- Developed a strong focus on attention to detail and precision in data entry and documentation.

CSL (A Mauritius Telecom Company) — *Customer Service Agent*

Jan 2015 – Mar 2015

- Professionally and promptly responded to customer inquiries via phone and email.
- Furnished comprehensive information about company policies, procedures, and products.
- Maintained a high level of attention to detail in data entry tasks.

The Prime Minister's Office, Civil Status Division — *Service Agent*

Sept 2014 – Dec 2014

- Follow service standards and protocols.
- Input data and upload fingerprints of citizens into the newly implemented system.
- Escalate issues to the appropriate departments when necessary.

One Valdus Ltd — *Data Entry Operator / Service Agent*

Aug 2013 – Aug 2014

- Accurate and timely data entry into computer systems.
- Sorting and scanning of documents.
- Ensuring confidentiality and security of data.

Transfreight (Mauritius) Ltd — *Customs Clerk*

Mar 2001 – Dec 2009

- Handling and organizing a variety of documents, including delivery records, permits, and invoices.
- Meticulously managed document posting and banking processes, contributing to efficient record-keeping and streamlined operations.
- Precise data entry tasks related to operations and financial transactions.

AWARDS

- Certified Call Center Operator as part of CSL team.
- Received award for Best Employee of the month from The Civil Status Division from The Prime Ministers' Office in 2014

REFERENCE

- Available on demand