

# Amarjeet Maurya

## Full Stack Web Developer

Highly passionate to develop web-based products and keen on finding solutions for the same. Fond of solving problems and always keep focusing on planning before execution. Always ready to accept new challenges and desiring to keep adapting and learning new technologies.

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## EDUCATION

### Full Stack Web Development Masai School

09/2021 - Present

### B.Sc Computer Science Vedanta college of Management and Information technology

03/2014 - 07/2017

## WORK EXPERIENCE

### Technical Support Engineer SWIFTPIM PRODUCTS PRIVATE LIMITED (Richpanel)

01/2021 - Present

Remote

Richpanel – Customer Service CRM for Ecommerce Stores

Achievements/Tasks

- Provide customer support on different channels (Live Chat, Email, FB, Instagram)
- Helped Ecommerce stores users that are looking to streamline and automate their customer service.
- Troubleshoot and resolve user's concern via Screen-sharing sessions to create automation and Self service scenarios.
- Helped different email client users to setup email forwarding and verify email domain with DNS setup.
- Helped Onboarding customer to setup their account.
- Report Bugs, feature requests to Tech team.

### Technical Support Executive Softcell Global Technologies Pvt. Ltd.

02/2018 - 06/2020

Mumbai

Achievements/Tasks

- Troubleshoots Email, Network, Software Application, Printer, OS update related issues in Mac and iOS. Diagnosed and Resolved all apple products device-related technical issues.
- Good understanding of Windows, Mac, iOS, and Linux operating systems.
- Conduct paid and free training sessions on Webex and On-Premises to maximize user productivity.
- Deploy 550+ iPhones and other Apple devices in organizations using MDM(Airwatch, Jamf), DEP, VPP.

## SKILLS

Node JS

HTML

CSS

JavaScript

React

Express JS

MongoDB

## PROJECTS

### Youtube Clone (03/2022 - Present)

- Used HTML, CSS, JavaScript, Youtube API (Completed in one week).
- <https://amaryoutube.netlify.app/>

### English to Hindi Translation (02/2022 - 02/2022)

- Used HTML, CSS, JavaScript (Complete in one week)
- <https://translatebyamar.netlify.app/>

### Service Transformation (09/2019 - 01/2020)

- Deployed 350+ iPhones.
- Trained iPhone users of various backgrounds to maximize team productivity.
- Diagnosed and Resolved all apple product's related technical issues.

## CERTIFICATES

### Python and Django by Quastech

Core Python, Django, HTML, CSS, Javascript

### Jamf Certified Associate

Credentials ID :- vzxcyzedneqs, Credential URL:- <https://verify.skilljar.com/c/vzxcyzedneqs>

### M001 : MongoDB Basics

CRUD Operations, Projections, Atlas, logical Operators, array operators.

### M103 : Basics Cluster Administration

Basic replication concepts, Sharded Cluster creation and Management.

## INTERESTS

Coding

Travelling

Cooking

Reading