Bhaskar Kumar

Full Stack Web Developer

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Github

LinkedIn

Summary

An aspiring and enthusiastic Full-Stack web developer who is seeking opportunities to learn and grow. Always ready for challenges and willing to use their skills to their fullest potential to create value and help the organization succeed.

Work Experience

Snapdeal
Graduate Engineer Trainee

Gurugram, India
May 2022 - Present

- Worked on the development of a **real-time chat application** that aimed at resolving customers' problems related to orders.
- Developed a metrics page for administrators to **monitor the average resolution and first response time** of agents for chats, with the ability to filter by time range for improved analysis and efficiency.
- Implemented a modification to the **chat assignment logic** for agents, allowing administrators to set a cap on the number of chats that can be assigned to an agent at one time. If the cap is reached, incoming chats will be **placed in a queue** and users will be notified with predefined messages, based on the time of waiting, configured by the administrator, until their concern is handled by an available agent.
- Implemented the feature for administrators to **set reminder messages and corresponding time intervals**. If the user does not respond before the first reminder message is triggered, the messages will continue to be sent at the configured intervals. If the user still does not respond after the last reminder message, the chat will be automatically resolved.

Education

Masai School
Full Stack Web Development

July 2021 - March 2022

B. P. Poddar Institute of management and Technology, Kolkata
B.Tech (ECE)

August 2018 - May 2022

D. N. Y College, Madhubani
Intermediate

Feb 2017 - Feb 2018

Tech Skills

- Javascript
- Vue js
- React js
- Ruby on Rails
- Redis
- Node js
- Mongo DB
- DSA
- GIT

Project

Ikea.com Clone   (Duration - 5 days)

- A dynamic responsive website, from where users can buy affordable furniture.
- Collaborative Project, Worked in a team of four Devs.
- Tech Stack - React | Context-API | JAVASCRIPT | MUI
- Features -
  Login, Sign up, Various product categories, and Products can be filtered and Compared based on the user's choice, Checkout Products.
- Areas of Responsibility -
  Built fully functional responsive Nav bar.
  Developed responsive Products page and check-out page, Wrote an algorithm for filtering and comparing products.

Awards

Wow Award - Warriors of waste   Snapdeal

Recognized for exceptional dedication and effort in identifying and implementing cost-saving measures, resulting in savings of 11 lakhs per quarter.

Soft Skills

- Critical Thinking
- Problem Solving
- Online Collaboration
- Self-motivated
- Teamwork
- Remote Work