CHITRA KAKKAR

110 E, 18 Street, Apartment no. - 310 , Minneapolis , MN 55403 ▌ (H) +1 480-399-3102
▌ chitra.kakkar@yahoo.com

Summary

A bi-lingual graduated with an A.A.S degree in Software Development seeking a position as an entry level software developer with exceptional customer service skills and sound knowledge of Object-Oriented programming techniques. Able to learn new tasks quickly and capable of working in a fast paced environment.

Skills

- Java, C#, Python, HTML, CSS, Bootstrap, JavaScript,ASP.NET.
- ORM (Mongoose), web frameworks Node/Express, Django
- Word, Excel, PowerPoint, Visio
- Project management and Unit testing. SQLite, MySQL, Mongo DB Databases, JQuery, Ajax.
- Version control (Git:-https://github.com/ChitraKakkar) Package management tools (npm, pip) and API protocols.
- Agile and Scrum Methodology

Experience

IT Intern-MN   09/2016 to Present
Hennepin County

- Upgraded an in-house application to track resource utilization used by Enterprise Development Team. Developed reports using SSRS tool and designed forms using Adobe Lifecycle tools for different projects.
- Applied Agile and Scrum methodology for efficient form development and report building using SSRS.
- Recognized for efficient upgrades in existing software to correct errors, upgrade interfaces and improve performance.

Computer Lab Assistant   08/2015 to 09/2016
MCTC Computer Lab – Minneapolis, MN

- Read technical manuals, conferred with users, or conducted computer diagnostics to investigate and resolve problems and provided technical assistance.
- Troubleshot minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

Resident Expert   02/2010 to 07/2013
Encore Capital Group – Gurgaon, HR

- Managed a high-volume workload within a deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently exceeded performance benchmarks in all areas (speed, accuracy, volume, $collected).
- Helped company attain the highest collection and customer satisfaction rating for all solutions delivered. Earned 100% marks in all categories including communication skills, listening skills, problem resolution, and politeness.

Senior Customer Care Executive   10/2006 to 01/2010
Convergys-Gurgaon, HR

- Recognized as "#1Customer Service Rep" (out of 200 reps in the division) in 2009. The ranking was based on accuracy, customer service, duration of calls and availability.
- Conferred with customers by telephone to provide information about products or services, took or entered orders, canceled accounts, or obtained details of complaints.

Education

Associate: Computer Software Development	May 2017
Minneapolis Community and Technical College	GPA: 4.0
Post Graduate Diploma: Human Resource	May 2010
Symbiosis Institute of Business Management – India	GPA: 4.0
Bachelors: Computer Applications	May 2006
IGNOU – India	GPA: 4.0