

## 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

- Contributed software development expertise in the development of products through the software lifecycle, from requirements definition through successful deployment.
- Introduced some best practices that fastened product development and customization of applications to user needs.
- Modified 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.
- Troubleshoot 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 "#1 Customer 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

IGNOU - India

May 2006

GPA: 4.0