CHAITANYA VARMA

Front-End Developer | Customer Success | Project Management

09603998252 | gchaitanya.369@gmail.com | LinkedIn | GitHub | Online Portfolio

SUMMARY

Results-driven professional with over five years of experience in customer success, project management & front-end development. Demonstrated success in delivering impactful projects focused on Smart city, Safe city, and city-wide surveillance, leveraging IoT devices to enhance public life. Skilled in client management, SDLC, and designing. Passionate about creating visually stunning and user-friendly interfaces. Proven ability to transform designs into functional and immersive web experiences. Adept at collaborating with international clients to drive customer satisfaction. Seeking opportunities to utilize expertise in front-end development and contribute to innovative projects.

CORE SKILLS & COMPETENCIES

HTML **|** Tailwind **|** Bootstrap **|** JS **|** React **|** Magento **|** WordPress **|**Python **|** MySQL

Agile, Waterfall, Kanban & Scrum Methodologies **|** SDLC **|** Customer Success & Client Management

Marketing Content **|** Newsletter Templates Designing **|** Figma

EXPERIENCE

Freelance Frontend Development – IN.   **(Dec.2022 – Present)**
FRONTEND DEVELOPER
- Developed the "Let's GO Party!" platform using React, creating a dynamic and engaging platform for users to discover events and food places worldwide. Implemented a powerful search engine that allows users to browse and decide on the most happening activities in any location.
- Built the "Movie Mate" platform using JavaScript, providing users with a comprehensive database of trending and upcoming movies. Users can easily access information about release dates, cast members, and plot summaries, enhancing their movie-watching experience.
- Currently working on a food delivery application, leveraging my front-end expertise to create a seamless and user-friendly experience for customers to order their favorite meals online.

***Xavvy,* Newcastle Upon Tyne – UK.**   **(Dec.2021 – Dec.2021)**
CUSTOMER SUCCESS
- Managed multiple client accounts across diverse platforms, including e-commerce websites, HRMS Suite, and VISA Immigration services. Provided technical support, use cases, and training to enhance customer engagement and satisfaction.
- Leveraged self-taught UI/UX design skills to create captivating logos and website elements, resulting in cost savings of £3000 for the organization and contributing to overall customer success.
- Developed marketing content, social media templates, and newsletter templates to bolster brand awareness and promote special offers. This led to increased customer engagement and facilitated business growth.

***Matrix Security & Surveillance**, Bangalore – IN.*   **(July.2018 – Nov.2021)**

TECHNICAL PROJECT MANAGER | PRE-SALES

- Delivered sensitive projects using Agile methodology that improved the lives of citizens by implementing emergency call response system DIAL100, Integrated Command Control Centre (ICCC) software, and other cutting-edge technology solutions.
- Managed project scope and usability through detailed understanding and effective sprint meetings, ensuring successful project outcomes and driving customer satisfaction.
- Built command center at Commissioner's office & installed 10,000+ CCTV cameras with number plate, red light violation & facial recognition analytics & issued body-worn cameras to the law enforcement across Bangalore.
- Slashed project costs by 30% by negotiating pricing & fees while ensuring the continuation and enhancements of services.

My Eco Energy, Bangalore – IN.   **(Aug.2017 – June.2019)**

PROJECT ENGINEER | BUSINESS DEVELOPMENT

- Led projects to establish four bio-diesel fuel stations across Karnataka state, operating on Waterfall methodology and ensuring team efficiency through Microsoft Projects implementation and training.
- Partnered with the Central Government and oil & gas licensing departments to prepare permission letters, saving 30 days in documentation time and driving customer satisfaction.
- Generated 50 Lakhs in revenue through effective social media campaigns and lead-generation strategies, driving customer engagement and business growth.
- Provided fuel for testing to potential influencers in the market, resulting in a 40% reduction in the marketing budget for brand awareness and enabling resources to be redirected to other areas of the business.

ADDITIONAL COURSE

2022-2023	Front-End Development in MERN Stack – **edX Boot Camp United Kingdom.**
2022-2023	Advanced PG Course for Software Engineering in IoT & Blockchain – **IIT Madras.** (On-going)
2021	Professional Project Management – **Google Project Management.**
2018	Mini MBA Course – **Swiss eLearning Institute.**

EDUCATION

2013 - 2017	**BVRIT – HYDERABAD, INDIA**
	BACHELOR OF TECHNOLOGY IN CHEMICAL ENGINEERING.