

S DIVYA NAGASHREE

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EDUCATION

KLE Institute of Technology, Hubli

Bachelors of Engineering in Computer Science

- Aggregate: BE- 66.95%.
- Aggregate PUC- 84.14%
- GPA 10th- 9 CGPA

WORK EXPERIENCE

Amazon, India.

Bengaluru

Sr. SPS Associate, for North America and Europe

Joined: Jan 2021- Current

- Demonstrated end-to-end ownership of every seller interaction, as well as provided strategic issue resolution and outstanding seller assistance via emails. Demonstrated effective, clear and professional written and oral communication.
- Able to maintain a positive and professional demeanor at all times, skillfully managing delicate topics and showing the company in a positive light.
- Exhibited strong time management abilities as well as the ability to work autonomously while utilizing departmental resources, regulations, and procedures
- Achieved acceptable performance metrics such as quality, productivity, first contact resolution, and attendance.
- Contributed to a positive team environment and aided team members with difficult contacts as needed in a team size of 17 members.
- Actively researched solutions through logical reasoning and data interpretation skills and identifies trends to appropriate channels including improvement suggestions.
- Handled over 25+ contacts a day, which is above the average contacts handled by our team while maintaining the metrics. Resolved about 80 to 300 FXN cases per day.
- Worked over time, i.e, 11 hours on a weekend and 2 hours on a weekday whenever there was any business requirement
- Worked over time whenever there was any business requirement.
- Assisted multiple sellers from North America and Europe marketplaces using the SOPS, help pages and other resources available, efficiently.
- Exhibited amazing researching abilities and had to dive deep to resolve certain complex cases.
- Provided excellent support and collaborated with external teams through emails regarding seller's queries on backend tools, payments, reimbursements, orders, refunds, etc.

CERTIFICATIONS AND ACADEMIC ACTIVITIES

● Academic Projects Undertaken:

○ Major Project:

Title: "Digital Library System Management"

Description: This project provides the best user graphical interface and updated technical support for the management of all library records. Title: "Object Dynamics"

○ Mini Project:

Description: The project demonstrates efficiently the rotation of objects by using appropriate OpenGL functions.

○ Self Made Project:

Title: TicTacToe Game

Description: Developed the well-known tic-tac-toe game with a great user interface while considering all use cases.

Skills: HTML, CSS, JavaScript, ReactJS, and dependencies like Toastify, Bootstrap, and React Icons were used.

- Self Made Project:

Title: Personal Portfolio Webpage

Description: Developed a user friendly, responsive and impressive portfolio website upgrading my skills in HTML, CSS, JavaScript and dependencies like Bootstrap.

GITHUB link: <https://github.com/divyanagashree/Portfolio>

Link to website:

- **Course Relevant Certifications:**

- Website: Udemy
 - After completing the Microsoft Excel - From Beginner to Expert course on Udemy, I have strong command over the following concepts:
 - Filtering and sorting of data
 - Capturing and recording important data
 - Using shortcuts and formula functions
 - Building charts and graphs
 - Sorting and filtering data
 - Utilizing pivot tables
- Company Name: Goldman Sachs
 - Virtual Experience Program Participant: Participated in the open access GOLDMAN SACHS Virtual Experience Program with InsideSherpa. Completed the task to crack passwords using tools and resources and suggest ways to secure password authenticity.
- Company Name: Accenture
 - Virtual Experience Program Participant: Participated in the open access Accenture Developer Program with InsideSherpa. Completed practical tasks modules in:
 - Define Technical requirements
 - Design changes to an existing architecture
 - Scale on-premise system infrastructure to the cloud
 - Reading and understanding the code
 - Debugging algorithms
 - Unit testing
 - User Acceptance Testing-UAT
 - Security maturity assessment
 - Securing software development life cycle- SDLC
 - Shaping the problem
 - Data and Privacy
- Company Name: ABC Institute of Technology
 - Secured training on Java and Software testing from the Institute from Nov 2018 to Jan 2019
- Front End Development Course (includes Javascript, nodeJs, ReactJs, HTML, CSS and Bootstrap) by Relevel-Unacademy.

SUMMARY

Motivated and self-taught individual with a background in [non-technical domain] seeking to transition to a career in web development. Recently completed an online course in frontend development using skills Javascript, HTML, CSS, Bootstrap, ReactJS and more dependencies and frameworks and developed two personal projects (1. A personal portfolio website. 2. Tic Tac Toe web application) to gain hands-on experience in HTML, CSS, JavaScript, and ReactJS. Strongly committed to learning and applying new skills in a professional setting to create high-quality web applications that solve real-world problems.

SKILLS and INTERESTS

Skills:

- Proficient in HTML, CSS, JavaScript, SQL bootstrap, ReactJS, Node.js, Microsoft Office and MS Excel.
- Understanding of widely known programming languages such as Core Java, C++ and C.
- Experience in building responsive websites and web applications using ReactJS
- Familiarity with Git and version control systems
- Understanding of web development best practices, including accessibility, security, and SEO
- Strong problem-solving and analytical skills
- Excellent attention to detail. Willingness to learn

Interests: Developing websites using front end technologies, Managing and Analyzing data and getting into web development as a web developer. Looking to upgrade my knowledge using my willingness to learn and change domain to technical field to work for my passion.

Hereby, I declare that the above mentioned information is true to the best of my knowledge and belief.

Yours sincerely