

Result-driven & detail-oriented Full Stack Web Developer with a passion for Agile methodologies and delivering high-quality solutions. Seeking to leverage my expertise in building scalable web apps, open-source contributions, automating and enlist myself in a challenging role within a dynamic organization.

Professional Experience

CODE For India (Hyderabad, India)

June 2024-Present

-Fellow

Responsibilities:

- ✓ As a fellow at CODE for India Foundation, I am gaining hands-on experience in MERN Stack development.
- ✓ My role involves deepening my understanding of full-stack development concepts, with a focus on learning from the ground up.
- ✓ Tackling real-world challenges through practical coding exercises and logic building.
- ✓ I have built several projects, including an Alarm Clock, Stopwatch, Timer, GitHub User Search App, Spreadsheet App, Font Converter, Dynamic Table Creator, a Virtual/Digital Keyboard, Mind-game App, Weather App, To-do App etc.
- ✓ I'm currently developing a real-world, subscription-based Shariah Stock Screener web application, leveraging the latest tools and frameworks within the MERN stack.

AlongX Software (Hyderabad, India)

September 2023-Feb 2024

-Software Engineer

Responsibilities:

- ✓ Proficient in full stack web development, adept at both front-end and back-end technologies.
- ✓ Thoroughly testing and developing functionalities and features of web applications to maintain high quality and user satisfaction.
- ✓ Expertise in managing Bitbucket repositories, including merging & deploying code.
- ✓ Proficient in performing the role of Scrum Master, facilitating Agile project development and ensuring timely delivery of milestones.
- ✓ Expertise in creating and managing weekly sprints in JIRA Atlassian to maintain project momentum and track progress effectively.

Kent Cam Technologies (Noida, India)

October 2020-June, 2023

-Sr Technical Support | Team Lead

Responsibilities:

- ✓ Orchestrated the resolution of customer inquiries and technical challenges related to security cameras, employing advanced troubleshooting techniques for swift problem solving.
- ✓ Leveraged **JIRA Atlassian** as a strategic ticketing tool, facilitating effective communication, coordination, and follow-up with backend teams to expedite issue resolution.
- ✓ Demonstrated leadership skills by overseeing customer escalations, providing expert guidance and resolution strategies to ensure customers and B2B clients received satisfactory solutions and guiding a dynamic team of 6-7 members, fostering collaboration, offering mentorship, and optimizing team performance.

Tech Mahindra Ltd. (Noida, India)

September 2019-September, 2020

-Customer Support

Responsibilities:

- ✓ Excelled as a Customer Support Specialist for the Flipkart process, seamlessly managing a high volume of customer inquiries, concerns, and requests. Demonstrated exceptional problem-solving skills and product knowledge to deliver timely and effective resolutions.
- ✓ Maintained meticulous records of interactions, contributing to a well-organized and efficient support system. Collaborated with cross-functional teams to escalate and resolve complex issues, ensuring seamless customer experiences throughout the entire support journey.

Genpact India Pvt Ltd. (Gurgaon, India)

January 2019-August, 2019

-Technical Support

Responsibilities:

- ✓ Proficiently served as a Customer Support Executive for the Samsung process, delivering expert technical assistance to consumers utilizing a range of Samsung consumer electronic products. Effectively diagnosed and resolved product-related inquiries, troubleshooting challenges, and technical issues.
- ✓ Leveraged comprehensive product knowledge to guide customers through solutions, ensuring seamless product experiences. Demonstrated strong communication skills and empathy while interacting with customers, enhancing overall customer satisfaction.

Wings Infonet Pvt Ltd. (Hyderabad, India)

September 2014-December, 2018

-ERP Consultant (Software Implementation & Support)

Responsibilities:

- ✓ Played a pivotal role in the implementation and installation of software products, conducting in-depth training sessions for clients. Leveraged remote desktop sharing applications to guide clients through software usage, ensuring they were well versed in operational procedures.
- ✓ Offered comprehensive end-to-end assistance for ERP software, catering to multiple modules such as Accounting, Payroll, Electronics & Appliances, Automobile, Fixed Asset, and Inventory & Distribution Management. Ensured a seamless experience for various clients by resolving issues and optimizing software functionality.

Education

Azad Institute of Management (Hyderabad, India)

2014-2016

-Masters of Business Administration

Muffakham Jah College of Engineering & Technology (Hyderabad, India)

2009-2013

-Bachelor of Engineering

Skills

- Programming Languages: JavaScript, Node.js, TypeScript, Bash
 - Web Technologies: React, Express, HTML, CSS, DOM
 - Database Systems: MySQL, MongoDB
 - Version Control: Git, GitHub, Bitbucket
 - Cloud Technologies: AWS, Azure
 - Others: Tailwind, Bootstrap, Vite, Rest Full APIs
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