

TECHNICAL SKILLS & PROJECTS

Languages & Frameworks: HTML, CSS, SASS, Ruby, Ruby on Rails, RSpec, MiniTest, HAML, Bootstrap, Git.

Programs: Sublime Text, Terminal, Github, Heroku, Microsoft Office (SharePoint, Word, Excel, PowerPoint), Mac OS, Windows.

H_List: Internet Classifieds Project - <https://murmuring-stream-8350.herokuapp.com>

Uses Ruby, Ruby on Rails, HTML, HAML, CSS, SASS, MiniTest, Bootstrap, Git, PostgreSQL, and Heroku. This app allows all users to view listings of items or services for sale. These items and services are only posted onto the site by users that have registered and logged in. The default Rails testing stack was used for testing. User registration, login, and authentication were created using the devise gem. will_paginate was used to paginate the numerous pages of postings. The validates_email_format_of gem was used to validate the format of emails. Deployed using PostgreSQL and Heroku.

Portfolio Project - harishsr.com

Uses Ruby, Ruby on Rails, HTML, HAML, CSS, SASS, Javascript, Bootstrap, MiniTest, Git, PostgreSQL, and Heroku. Employs static pages to display my portfolio, resume, and information about me. HAML, ERB, SASS, and Bootstrap were used for presentation. Tested using the default Rails testing stack. Deployed using PostgreSQL and Heroku.

Twitter Clone Project - <https://ancient-everglades-3119.herokuapp.com>

Uses Ruby, Ruby on Rails, HTML, ERB, CSS, SASS, Javascript, Bootstrap, MiniTest, Git, PostgreSQL, and Heroku. This app uses a custom authorization and authentication system to allow users to create accounts and log in. It requires that they be authenticated before accessing certain pages such as the profile. Once logged in, they can post short messages, with pictures if they prefer. Created using Ruby on Rails and online resources. Registration, login, account activation, and password reset functionalities were written from scratch. The carrierwave and mini_magick gems were used to upload images. Mailers were used to send emails to users for account activations and for password resets. Created using tests and test-driven development (TDD) and the default Rails testing stack. Deployed using PostgreSQL and Heroku.

PROFESSIONAL EXPERIENCE

State Farm - Internet Support Representative

Oct 2013 - Present

Assist businesses working with State Farm to access their individual accounts so they can perform their Business-to-Business (B2B) operations. Provide support for the tools that users can access on the B2B website.

Work as a Procedural Assistance Line (PAL) specialist that answers procedural questions and received recognition from supervisors in de-escalating escalated customer calls.

Received numerous commendations for call quality and being able to meet and exceed my team's goal metrics.

Randstad Staffing (for State Farm) - Internet Support and Customer Care Representatives

Feb 2013 - Oct 2013

Communicated with insurance policy holders by phone, providing customer service by helping them set up or log in to their online account, troubleshooting log in issues, and assisting them with website navigation.

Processed incoming requests and concerns from customers in a fast paced, high call volume environment, providing individual focus and attention. Requests included faxes, emails, new claims, coverage questions, replacing vehicles, etc.

MSC Care Management - Patient Care Coordinator

Nov 2008 – Sep 2012

Coordinated the delivery of mobility and DME (durable medical equipment) products and services to injured workers nationwide within the worker's compensation industry.

Trained new hires thoroughly to ensure they understood how to perform their jobs correctly.

Worked on a deadline with adjusters and case managers to sell the benefits of working with MSC versus our competitors.

EDUCATION

University of North Florida

Bachelor of Business Administration in Economics, 2008