

Harish B

Front-End Developer

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SUMMARY

Dedicated and detail-oriented front-end developer with a strong foundation in web technologies and a passion for creating intuitive and responsive user interfaces. Transitioning from a successful 5-year career as a Technical Support Specialist, bringing a unique blend of technical expertise, problem-solving skills, and a customer-centric approach to front-end development. Proficient in HTML, CSS, JavaScript, and React, with a commitment to continuous learning and staying updated with industry trends. Demonstrates excellent communication skills, a collaborative spirit, and a proven ability to troubleshoot and resolve technical issues efficiently. Eager to leverage technical support background and newly acquired front-end skills to contribute to innovative web projects and enhance user experiences.

PROFESSIONAL EXPERIENCE

Technical Support Specialist,

Concentrix, Mississauga, ON CA

January 2024 - Present

- Delivered high-quality technical support to customers through various channels, including phone, email, and chat.
- Guided customers through setup, installation, and configuration processes to ensure seamless product functionality.
- Updated and maintained knowledge base articles, FAQs, and technical documentation to support customer self-service and team efficiency.
- Diagnosed and resolved hardware, software, and network issues for a wide range of devices and applications

Front End Developer Intern,

CareStack Dental Software, India

October 2021-May 2022

- Worked with designers to translate UI/UX designs into interactive web features for patient's dental benefits based on treatment history.
- Engaged in regular team meetings to discuss project progress, challenges, and solutions.
- Collaborated with senior developers to implement responsive and visually appealing user interfaces.
- Utilized version control systems like Git for source code management and collaboration.
- Assisted in writing documentation for new features and updates to existing functionality.

Deputy Team Leader – Insurance Claims Specialist

CareStack Dental Software, India

October 2019-September 2021

- Utilized remote access tools to troubleshoot and resolve issues for clients, minimizing downtime.
- Documentation of client interactions, troubleshooting steps, and resolutions in the ticketing system, ensuring accurate and comprehensive records.
- Collaborated with cross-functional teams, including engineering and product development, to escalate and resolve advanced technical issues.
- Hands-on experience in the Ticketing software Jira.
- Monitored team performance metrics, such as response times and customer satisfaction scores, to ensure adherence to service level agreements (SLAs).

EDUCATION

Software Engineering

Scalar Academy, India

August 2022 - August 2024

Bachelor of Electronics and Communication

Kerala University, Kerala, India

April 2012 - April 2016

Skills

FRONT END DEVELOPMENT | HTML • CSS • JavaScript • React JS • Redux

BACK-END DEVELOPMENT | Java • Node JS

DATABASE | Mongo DB • SQL

SOFT SKILL | Team player • Bias for Action • Deliver Results

Course Work

- Data Structure and Algorithm
- Low-Level Design
- High-Level Design
- JavaScript

BACK END DEVELOPMENT | Java • Python • Spring • Express • NodeJS
Materialize • HTML • CSS

SOFT SKILLS | Team player • Bias for action •
Deliver results