Harish B

**Software Engineer**

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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** August 2022 - August 2024 Scalar Neovarsity, India

**Bachelor of Electronics and Communication** April 2012 - April 2016 Kerala University, Kerala, India

# Skills

**FRONT END DEVELOPMENT|** HTML• CSS • JavaScript • React JS •Tailwind CSS• TypeScript

• Redux

**BACK-END DEVELOPMENT|** Java • Node JS •Express JS

**DATABASE|** Mongo DB • SQL

**DEPLOYMENT TOOLS|** Render• Bitbucket• AWS •Netlify

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

**MISCELLANEOUS|** IntelliJ• Visual Studio • Stripe

# Course Work

* Data Structure and Algorithm
* Low-Level Design
* High-Level Design
* Full Stack Development