

Priyanshi Jain

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OBJECTIVE

To be an astute learner and the best performer in your organization. So that I can build an innovative career in your esteemed organization by using my skills and other significant talents.

WORK EXPERIENCE

eClinicalWorks India Private Limited

Oct 2021 – Aug 2022

Software Support Specialist

- Provided technical support to customers by reviewing and diagnosing customer issues and providing resolutions within SLA policies.
- Diagnosed customer issues by replicating issues and documenting details within JIRA Ticketing software for product team to review identified bugs and consider solutions in a timely manner.
- Kept record of existing technology in EMR products, design changes, and new products introduced.
- Fixed basic issues of customers with Desktops, Laptops, Printers, and Peripherals.
- Maintained client databases for issues using MySQL, including writing SQL queries to retrieve and manipulate data.
- Read and manipulate HL7 messages and other interface types to troubleshoot customer queries and return desired results.
- Developed Customer self-help resources (documentation), such as “How To” guides; Troubleshooting Tips; User Manual updates and so forth, as needed.
- Identified and escalated priority issues, building of processes to identify and avoid repeat issues.

Info Origin Inc

Feb 2023

Associate Software Developer

- Coordinate with the web development team to design user interfaces for client websites using HTML, CSS, and JavaScript.
- Design, develop, and code web applications for customer accounts, which includes debugging issues, diagnosing root causes, and identifying solutions.
- Create responsive designs for mobile applications, built wireframes, and developed prototypes for web development projects.

TECHNICAL SKILLS

- **Database:** MySQL, Microsoft SQL Server
- **Operating System:** Window, Linux
- **Languages:** SQL, HTML, CSS, JavaScript, React (Basic), Python
- **Certification:** Microsoft Power BI
- **Others:** HL7, Git, Visual Studio
- **Portfolio:** <https://priyanshijain.netlify.app/>

EDUCATION

G. H. Rasoni Institute of Engineering and Technology, Nagpur

July 2017 – July 2021

Bachelors in computer science and engineering

INTERESTS & LANGUAGE

Interests: Dancing, Travelling, Sports.

Languages: English, Hindi