JASH GUDHKA

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Summary

A computer science professional with experience in a diverse range of technologies, including web development and object-oriented programming. Skilled in developing, testing, and deploying software applications, with a proven ability to deliver successful projects. A Cyber-Security enthusiast. Proficient in web development technologies such as HTML5, CSS3, JavaScript, and currently learning frameworks like REACT. Strong problem-solving, analytical, and communication skills.

Education

Bachelor of Science in Computer Science — July 2017 – May 2021
S.K. Somaiya Degree College — *Vidyavihar, Mumbai*

Experience

Customer Care Executive — June 2021 – October 2021
OnePointOne Solutions — *Turbhe (WFH), Navi Mumbai*

- Assisted customers in account setup and activation. Implemented new strategies resulting in a 40% gain in customer engagement.
- Improvised and executed an improved outbound calling processes which enhanced the sales by more than 30%.
- Assessed customer needs and promptly addressed concerns, resulting in a satisfaction rate of over 95%.
- Delivered fast, friendly and knowledgeable service, which improved customer satisfaction by 20%.

Projects

WacthoPedia | *HTML, CSS, JavaScript, Node JS, React* — Oct 2023 – Present

- Developed a web application using React as the front-end.
- Implemented GitHub Pages to publish the project live.
- Used React hooks to track state.
- Used React props to display movies list.

ContactoPedia | *HTML, CSS, JavaScript, Node JS, React* — Sept 2023 – Oct 2023

- Developed a web application using React as the front-end.
- Implemented Random Data API to generate random users.
- Used React class, states, props for the application.
- Implemented GitHub Pages to publish the project live.

Technical Skills

Languages: JavaScript, HTML, CSS, SQL (MySQL/Postgres), C#, Python & Java Basics
Frameworks: React(Basics), Node.js, Express.js
Developer Tools: Git, VS Code, Visual Studio
Libraries: jQuery