Jiyot Babrah
Front End Developer

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EXPERIENCE

Concentrix | Technical Support Advisor II   **10/2023 — 03/2024**
- Provided first and second-level technical support to customers via phone, email, and chat, resolving iOS and MacOS hardware and software issues with a prompt average resolution time of 15 minutes.
- Successfully resolve incoming calls daily by conducting comprehensive technical analysis and maintaining clear communication, fostering high levels of customer satisfaction.
- Collaborate with cross-functional teams to troubleshoot company applications, leading to a significant 45% increase in issue resolution efficiency.
- Diagnose and troubleshoot technical issues, such as network connectivity problems, hardware malfunctions, and software glitches, to ensure smooth operations.

Tata Consultancy Services | Software Engineer   **02/2021 — 07/2022**
- Developed and optimized website features using HTML, CSS, and JavaScript to enhance user experience and accessibility, resulting in a 25% improvement in website responsiveness.
- Collaborated with cross-functional teams to develop and optimize user interfaces, enhancing client-side functionalities for 8 web development projects.
- Improved backend services for a financial management application, resulting in a 20% increase in overall system efficiency and user satisfaction.
- Drove code review sessions to maintain quality standards and best practices, significantly boosting codebase stability by identifying and rectifying 30+ bugs, leading to a 20% decrease in post-release issue resolution time.

TechVerito | Software Intern   **03/2020 — 11/2020**
- Developed responsive web applications using the React framework, contributing to a 20% enhancement in user engagement metrics and site performance optimization.
- Executed GIT for streamlined code management, ensuring consistent project deadlines and achieving a 15% increase in development efficiency.
- Engaged in source code reviews and adhered to best coding practices under the guidance of experienced developers, significantly improving coding skills and understanding of front-end development standards.
- Participated in daily scrum meetings to report progress, address impediments, and plan future tasks, enhancing team communication and project transparency.

SKILLS

Technical Skills: HTML, CSS, JavaScript, Python, React, Typescript**,** Kotlin, Swift, React Native
Database & Version Control: SQL, MongoDB, Google Firebase Firestore, Git, GitHub, Jenkins, JIRA

EDUCATION

Post Graduate Degree in Mobile Application Development and Strategy | George Brown College
Coursework: iOS Development, Android Development, Kotlin, Swift, React-Native
Cumulative GPA: 3.68/4.0

Bachelor's of Engineering in Electronics and Telecommunication | Pune University
Coursework: Engineering Principles, Programming Languages, Computer Science Concepts, Microprocessors and Microcontrollers

PROJECTS

Co-op Project Sell Spot: Kotlin Android Application
Technology Stack: Firebase Backend Services Integration, Product Listings, Chat Functionality, Push Notifications, Responsive Shopping Interface, Payment Gateway Integration, Google AdMob Integration
Core Competencies: User Engagement, User Satisfaction, App Monetization

Favourite Videos React Native
Technology Stack: Trending Video Aggregation, Personalized Favourites List, User-Friendly Interface, Real-Time Video Updates, Advanced Reactive Programming
Core Competencies: User Engagement, App Responsiveness, Fluid Navigation

CERTIFICATIONS

React Basics by Meta | Coursera
Scrum Fundamentals Certified | SCRUMstudy

AWARDS

Dean's Honour List | George Brown Colege | Academic distinction by achieving a Grade Point Average of 3.5 or higher