

# Bibekananda Murmu

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## Career Objective

Dedicated and versatile professional with proven experience as a Customer Relation Officer and strong knowledge in Web Development, Content Writing, Digital Marketing, and IT Support. Eager to leverage my communication, technical, and problem-solving skills in a dynamic organization to contribute to growth and enhance my career.

## Work Experience

Customer Relation Officer – [TATWA Technologies Ltd] | [Sept 2024 – May 2025]

- Managed customer interactions and resolved client issues effectively.
- Built and maintained strong relationships with customers.
- Assisted in sales, support, and after-service processes.
- Ensured smooth communication between clients and the company.

## Academic Project

Weather Forecasting Web Application – Final Year Project (2025)

- Developed a web-based weather forecasting app using HTML, CSS, JavaScript.
- Integrated OpenWeatherMap API for real-time weather updates.
- Implemented features like City Search, 5-Day Forecast, 24-Hour Graphs, Monthly Calendar with Weather Data, and Automatic Location Detection.
- Designed an interactive UI with dark/light mode, charts, and responsive layout.
- Focused on user-friendly design and accurate data presentation.

## Skills

- Web Development: HTML, CSS, JavaScript, React.js
- Digital Marketing: SEO, SMO, Google Ads, Social Media Campaigns
- Content Writing: Blogs, Articles, SEO Content, Technical Writing
- IT Support: Troubleshooting, Networking, Hardware/Software Installation
- Customer Service: Client Handling, CRM, Communication Skills

## **Education**

B.Tech (CSE) – [Nalanda Institute of Technology /Bhubaneswar ] | [2025]

Higher Secondary (12th) – [Sai Sadhana Science Collage Udala] | [2021]

Matriculation (10th) – [Kushalda High School , Kushalda] | [2019]

## **Certifications**

Fundamentals of Digital Marketing – Google

## **Languages**

English

Hindi

Odia