NAVNIT SINGH

Front-End Developer | https://navnit-singh-portfolio.vercel.app/

PROFESSIONAL SUMMARY

Detail-oriented **IT Support Specialist** with experience in **website maintenance, front-end development, and technical support**. Proficient in **HTML, CSS, and JavaScript**, with a strong ability to troubleshoot and resolve website-related issues efficiently. Skilled in optimizing website performance, enhancing user experience, and collaborating with teams to implement improvements. Adept at problem-solving and ensuring seamless IT operations to support business objectives. I am enthusiastic about contributing my expertise and continuing to learn within your organization.

TECHNICAL SKILLS

- **Front-End Development:** HTML, CSS, JavaScript, Tailwind CSS
- **Version Control:** Git, GitHub, Git Bash
- Website Maintenance & Troubleshooting
- UI/UX Enhancement
- Bug Fixing & Performance Optimization

EXPERIENCE SUMMARY

Softwebwork Pvt. Ltd. | Client: Designer Optics | Apr'2022 - July'2024
PROJECT DESCRIPTION:
Worked on the maintenance and enhancement of the **Designer Optics** website, ensuring seamless performance and user experience. Utilized **HTML, CSS, and JavaScript** to fix front-end issues, improve UI design, and optimize responsiveness. Provided technical support to resolve website-related challenges, contributing to smooth operations and minimal downtime.

ROLE: IT Support Specialist

RESPONSIBILITIES:
- Provided ongoing IT support to resolve technical challenges, minimizing downtime and improving user experience.
- Ensured smooth website performance by identifying and fixing bugs, improving UI elements, and optimizing page responsiveness.
- Worked on maintaining and enhancing the Designer Optics website by troubleshooting and resolving front-end issues using **HTML, CSS, and JavaScript**.
- Collaborated with the development team to implement new features and updates, aligning with business needs.
- Maintained documentation of technical procedures and solutions to streamline support processes.

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Softwebwork Pvt. Ltd. | Client: Designer Optics | Sep'2020 - Mar'2022

PROJECT DESCRIPTION:

Delivering exceptional support to USA-based clients through proficient handling of email and chat inquiries. Skilled in identifying customer needs and providing effective solutions. Managing ticket desk and overseeing chats across various sales channels.

ROLE: Customer Service Executive

RESPONSIBILITY:

- Handled inbound and outbound calls, emails, and live chats to resolve customer inquiries and complaints.
- Provided exceptional customer service by actively listening to customer concerns and offering appropriate solutions.
- Maintained a thorough understanding of company products and services to provide accurate information to customers.
- Investigated and resolved customer issues promptly and accurately, ensuring high customer satisfaction.
- Escalated complex issues to the relevant departments while maintaining ownership until resolution and Implemented follow-up procedures to address any lingering issues.
- Collaborated with team members to develop and implement best practices for customer service excellence.

EDUCATION

Bachelor of Engineering | RGPV University, Jabalpur | Aug' 2016 - Aug' 2020
71.9%

Higher Secondary | Ryan International School, Jabalpur | Apr' 2015 - Mar'2016
51.9%

Projects

https://github.com/navnitsingh0110

PERSONAL DETAILS

Father's Name: Suraj Bhan Singh
Date of Birth: May 1998
Language Known: English & Hindi
Marital Status: Single

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