

K Navya Bhavana

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PROFESSIONAL EXPERIENCE

Technical support Advisor

Sep. 2023 - Dec. 2024

Concentrix | Toronto, CA

- Provided inbound customer support and troubleshooting using a detailed call flow guide.
- Resolved technical issues related to hardware, software, and client products efficiently.
- Maintained and updated customer information in databases accurately.
- Offered additional products and/or services to enhance customer satisfaction.
- Delivered exceptional customer experiences with a focus on empathy and professionalism.

Assistant System Engineer – Frontend

Apr. 2021 - Nov. 2021

Tata Consultancy Services | Mumbai, IN

- Identified and resolved front-end bugs such as broken links, misaligned UI components, and CSS inconsistencies using HTML5, CSS3, and JavaScript using ChromeDev Tools.
- Debugged JavaScript errors in the browser console and implemented fixes to improve website functionality.
- Improved the responsiveness of web pages by optimizing layouts for mobile and tablet screens using **media queries** and **Bootstrap**. Created reusable components in **React.js**, such as modals, dropdown menus, and navigation bars, to improve development efficiency for new pages.
- Worked with version control systems like **Git** to track changes and collaborate with team members.
- Monitored user feedback for UI/UX issues and logged tickets in **JIRA** for further investigation and generated weekly reports on resolved bugs and enhancement deployments for team reviews.

PROJECTS AND CERTIFICATIONS

- Responsive Web Design – Free Code camp
- Basic Weather Checking Application: <https://weatherapp-ochre-mu.vercel.app/>
- Basic Quiz Application: <https://quizappn.netlify.app/>
- Created a comprehensive sales report categorized by various segments, providing in-depth insights and powerful data visualization
- Currently Working on [PL-300 | DA-100 Microsoft Power BI Certification - Exam Prep](#) On Udemy to complete my Power BI Certification

EDUCATION

Advanced post-graduate diploma in Software Engineering Technology | Centennial College

Bachelor of Technology in Computer Science and Engineering | Vignan University

SKILLS & LANGUAGES

Languages: Basics of HTML, CSS3, JavaScript, SQL, Reacts JS, DAX, Python

Operating Systems: Window, Linux

Tools/Software: Git, GitHub, Jira, Power BI, Office 365, ChromeDevtools