

Ananta Gurung

Customer service oriented professional with a passion for technology with over 6+ years of experience in various facets of the industry synergizing acquired skills with problem solving. Praised for level-headedness while managing stressful environments. The "go-to" guy for getting things done.

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github.com/ninjasaysherro

EXPERIENCE

Freelance Web Developer, Falls Church

October 2021 - PRESENT

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Planned Companies, Westlight, Washington D.C. — Secondary Lead Concierge

October 2017 - PRESENT

- Warmly welcomed 20–30 residents per shift, coordinated onboarding of new clients, collected relevant information to store in digital property management software.
- Deliver personalized solutions and suggest activities based on assessments of individual resident needs.
- Acted as a point of reference for residents, vendors, contractors, and engineers who require assistance or information of the building and its facilities.
- Improved satisfaction by providing exceptional and personalized service, enhancing resident satisfaction ratings from 72% to 93% in less than 8 months.
- Coordinated pick-up and delivery of express mail services, unpacked inventory, and restocked supplies.
- Work closely with property management to implement new policy and procedures while maintaining full-service operations during the Covid-19 pandemic.
- Managed four phone lines and facilitated over 15+ calls per day with clients, vendors, and staff members. Answered email inquiries within a timely and professional manner.
- Provided administrative and clerical support via transcribed daily documentation of events to provide context and information to management.
- Maintained an organized, clean, professional work space and waiting area.
- Smoothly managed the day-to-day operations front desk operations while building a team for a busy condominium building for over 100 residents.

TECHNICAL SKILLS

OPERATING SYSTEMS

Windows XP/7/8/10
Mac iOS 12 Monterey
VMWare
Oracle VM
Linux – Ubuntu distribution

LANGUAGES AND OTHER

HTML/CSS/JavaScript
React
TypeScript
NodeJS
JSON
Bootstrap

TOOLS AND IDE

Microsoft Office
One Drive
Google Docs
Visual Studio Code
Atom IDE
Evernote
Github
Teams
Zoom
Slack
Warp CLI
Terminal
Windows
Powershell/Command Prompt

SOFT SKILLS

Communication
Cooperation
Technical Writing
Critical Thinking
Time management
Self-motivation

Hilton Garden Inn, Tysons Corner — *Bartender/Server*

January 2017 - September 2017

- Engage with hotel guests in a friendly and welcoming manner.
- Managed inventory of alcoholic beverages and coordinated with management to procure inventory as needed.
- Ability to keep the bar organized, stocked, and clean.
- Interacting with hotel guests, taking orders, serving snacks, preparing drinks.
- Complied with all food and beverage regulations as well as check guest identifications and confirm it meets legal drinking age.

Highly organized
Information sensitivity
Communication
Leadership
Conflict resolution
Planning
Teamwork

EDUCATION

Johnson & Wales University, Providence R.I. — *B.S. Food Service Management*

September 2011 - May 2016

Johnson & Wales University, Providence R.I. — *A.S. Culinary Arts*

September 2011 - May 2013

PROJECTS

Counter App — *Written in React*

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Hangman — *Webpack and Deconstructing*

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Project Calculator — *Usage of Class constructors in JavaScript*

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Project RPS — *First JavaScript Project with HTML and CSS/Bootstrap*

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