Nitish Kumar

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OBJECTIVE

To work in a firm with the professional work driven environment where I can utilize and apply my knowledge, skills which would enable me as a professional to grow while fulfilling Organizational goals

TECHNICAL SKILL

Front End: HTML, CSS, Bootstrap, JavaScript. React

Backend: SQL, Java and Spring boot,

Database: SQL, MySQL

Other industry skills: Scrum, Bash, Git and GitHub.

EDUCATIONAL QUALIFICATION

Field of Study	Institute	University/Board	Year
Computer Science Engineering.	BTL Institute of Technology and Management	Visvesvaraya Technological University (VTU)	2021
PCMB	SFS PU College	NCRT	2014
SSLC	Vishwa Bharathi Educational Trust	Karnataka State Board	2012

ACADEMIC PROJECTS

1. Credit Card Fraud Detection using Machine Learning
   ➢ Worked on front end and Backend
   Team size: 2
   Front End: HTML, CSS, JavaScript
   Back End: python

   Project description: The project is based on analyzing all the authorized transactions and report the suspicious ones, to prevent the fraud.

2. Conceptual Framework on IOT based Health Care System
   ➢ Worked on front end and Backend
   Team size: 3
   Front End: HTML, CSS, JavaScript
   Back End: SQL, C

   Project description: The project is based on Health care management system. The project provides facilities of tracking health with the help of various IOT devices and which can be accessed in the app which has been created by our team.

CERTIFICATIONS

1. Java full stack developer from Roman Technology (Generation)   **May 2022 - Sep 2022**

2. completed several Courses in Udemy.
    - ➢ Build Responsive Real – World Website with HTML and CSS
    - ➢ CSS – The Complete Guide 2022 (Incl. Flex, Grid and Sass)
    - ➢ Bootstrap 5: The complete Guide

WORK EXPIERENCE

1. Udaan India PVT Ltd   **April 2020 – May2022**
- • Position: Customer Support Representative
  Working as a customer support representative for pickily process. Where handling social mediaescalation and escalation calls.

  Work Role and Responsibility

  - ➢ Ensure customer is heard throughout escalation process.
  - ➢ Establish correct expectations, enforce relief and resolve through effective communication.
  - ➢ Analyze and monitor customer Problem Reports (PR's).

2. Startek (Aegis Customer Support)   **Aug 2018 – Dec 2020**

- • Position: Seller Support Associate
  Work Role and Responsibility Providing Support to Premium Flipkart Market Place sellers.

  Responsibility are:
  - ➢ Primary interface between Flipkart and Flipkart Market Place Seller sellers
  - ➢ Providing timely and accurate operational support to 3rd Party Sellers on the Flipkart platform
  - ➢ Troubleshooting and Resolving Seller portal related issue.
  - ➢ Worked and collaborated with team members to efficiently complete projects and tasks.

PERSONALITY TRAITS

- ➢ Build relationship and setup trust
- ➢ Can maintain a Team or Group
- ➢ Sharp Troubleshooting
- ➢ Can sustain work pressure

DECLARATION

I do hereby declare that the above information is true to the best of my knowledge and belief

Place: Bangalore   Nitish Kumar

Date