✉ abhay.patthey.17@gmail.com

📞 8087644751

🌐 https://abhaypatthey-portfolio.vercel.app/

in linkedin.com/in/abhay-patthey-a329a674

https://github.com/pattheyabhay

Abhay Patthey

Frontend Developer

I am a 2019 MCA graduate seeking opportunities in frontend development. I have a working knowledge of React and can develop responsive websites, as well as work on the backend. Previously, I worked in a non-IT field where I dedicated myself to the business domain. Now, I am eager to utilize my newly acquired expertise in frontend development alongside my experience in client handling to the best of my abilities.
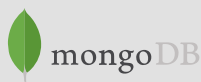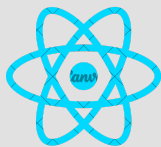
EDUCATION

MCA

Indira Institute of Management, Pune
2016-2019
69%

B.Sc (CS)

Nagpur University
2013-2016
57%

SKILLS

HOBBIES

- I have a genuine passion for coding with HTML5, CSS3, JavaScript, React, and Node.js. In my free time, I take pleasure in making mini projects using online APIs. What truly drives me is the opportunity to use new coding techniques and learn from my mistakes. I sometimes take up small freelance jobs. May not pay well but interesting way to learn new things.
- Guitar
- Cooking
- Cleaning

EXPERIENCE

Amazon
2019-2023   **CS ASSOCIATE(DP) AB**

- Using high level product and service knowledge I have guided customer on their queries to their satisfaction.
- Accurately documented customer interactions, inquiries, and resolutions in CRM software to track and manage customer cases effectively.
- Collaborated with other departments, such as sales, technical support, and billing, to ensure smooth and supportive customer service and issue resolution.
- Escalated customer issues to concerned teams or supervisors when necessary, ensuring quick resolution and follow-up to prevent recurring problems.
- Effectively managed inbound and outbound approach for customer inquiries through various communication channels, including phone, emails, live chat, and social media.

Austere Systems Pvt Ltd   **Manual Tester**
 3 Months

Project Name : **WorkSolute** and **Bizz2Credit**.

- Proficient in various manual testing methodologies, including black-box testing, white-box testing, functional testing, regression testing, and user acceptance testing (UAT).
- Skilled in creating comprehensive test plans, test cases, and test scripts, ensuring complete test coverage and adherence to project requirements.
- Familiarity with manual testing tools and frameworks, such as Selenium, Appium, or other industry-specific tools, to enhance testing efficiency.
- Strong problem-solving skills for analyzing defects, identifying root causes, and working with development teams to resolve issues efficiently.
- Experience in both web and mobile application testing, with a focus on user interface, functionality, usability, and compatibility testing.
- Effective communication skills for collaborating with cross-functional teams, conveying test results, providing status reports, and highlighting potential risks.