

Raina Kallan

Front- End Developer

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Summary

Front-End Developer & UI/UX Enthusiast. Skilled in **modern front-end technologies like React.js, JavaScript (ES6+), and Tailwind CSS**, with a strong focus on user-friendly applications. Excited to apply my problem-solving and development skills to front-end development career.

Work Experience

HCL Technology Private Ltd

FrontEnd Developer /Sr. Support Engineer

Mumbai

June 2021-2022

- Assisted in the frontend development of an internal Knowledge Base Portal for support agents using **ReactJS** and **Tailwind CSS**, collaborating with the IT development team to build dynamic UI components and a searchable article viewer.
- Implemented responsive layouts and integrated **React Router** for seamless navigation across devices, improving user experience and reducing support ticket resolution time by 20%.
- Provided technical support to end-users, troubleshooting issues related to **VPN, Outlook, Active Directory**, and hardware/software devices, achieving a 95% first-contact resolution rate and enhancing customer satisfaction by 20%.

Various Companies || 3+ Years

Sr.Technical Support Specialist


Mumbai

- Managed remote troubleshooting using tools like Windows Remote Assistance, improving efficiency and logical troubleshooting skills.
- Assisted customers with troubleshooting laptop hardware, software, and connectivity issues over chat and call, delivering real-time technical support.
- Developed training materials and documentation, enhancing the onboarding experience and technical literacy of new team members.

Projects


Communion App

It is a simple and elegant web application built with **React, Vite**, and **Tailwind CSS**. It features a welcoming Home page and an Event Listing page offering a clean, modern user experience across all devices.

 <https://communion-app-ten.vercel.app/>

Sentence Construction Tool

It is a **React, Vite**, and **Tailwind CSS** web app where users complete sentences by selecting words. It features a timer, **auto-navigation**, and instant feedback, with questions fetched from a **JSON server** and deployed using **Firebase Realtime Database**.

 <https://sentence-construction-tool-zeta.vercel.app/>

Technical Skills

Front-End Development

React.js, JavaScript (ES6+), HTML5, CSS3, and Tailwind CSS, with hands-on experience in React Hooks (useState, useEffect), Firebase Realtime Database, JSON Server, Redux, React Router, Flexbox, CSS Grid, media queries, DOM Manipulation API integration (Fetch API, async/await)

UI/UX Design

Skilled in wireframing, prototyping, and user research to enhance digital experiences. Strong Knowledge in usability testing, accessibility (WCAG standards).Familiar with the UI design lifecycle: empathize, define, ideate, prototype, and test.

Problem-Solving & Collaboration

Strong analytical thinking, effective debugging skills, and ability to communicate technical solutions clearly

Tools and Technologies

- Code Editors:** VS Code, Sublime Text
- Version Control:** Git, GitHub, Git Bash
- Debugging:** Chrome DevTools
- UI/UX Design:** Figma, Miro, Adobe XD , FigJam (Flowcharts, Sitemaps)