



RUDRIK RAINA

WEB DEVELOPER

About Me

I am dedicated to turning ideas into innovative web applications. Explore my portfolio, showcasing my expertise in React.js, UI/UX Design and web development.



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rudrikdeveloper.in

Language

- English
- Hindi

Expertise

- Management Skills
- Creativity
- UI/UX Design
- Negotiation
- Critical Thinking
- Leadership
- Research Skills
- Chat GPT

Experience

Customer Service Associate
Magnum Super Distributors
17-Jun-2021 - 17-Jan-2022

- Manage and resolved 100 calls and 10+ escalated customer complaints per day, processing payments, exchanges, and changes to service levels.
- Process Requests on BITS Pilani loan application with a 95% effectiveness for Zest Money Process.
- Achieve average customer service ratings of 93%, 7% higher than the company's average.

Education

IES College Of Technology, RGPV, Bhopal
Bachelor of Engineering in Mechanical
2014 - 2018

School Of Nano-Technology, UTD, RGPV, Bhopal
Master of Technology in NanoTechnology
2018 - 2020

Skills Summary

UI/UX Design	<div><div></div></div> 78 %
Project Management	<div><div></div></div> 67%
React JS	<div><div></div></div> 70%
CRM software	<div><div></div></div> 60%
Next JS	<div><div></div></div> 75%
MS Office	<div><div></div></div> 65%