Sachin R. // sachink.rb@gmail.com // Website: sachinkrb.github.io

[Highlighted Skills]

GOOD SKILLS ON

- HTML
- React
- Lightroom & Photoshop
- CSS, Bootstrap & Sass
- XAMPP
- JavaScript
- Java
- PHP
- Maven
- PostgreSQL
- Git & GitHub

CURRENTLY EXPLORING

- Ruby & Ruby on Rails - Open App Academy Courses (Current)

- Python & Django - Intermediate Skills

BASIC TO INTERMEDIATE SKILLS

- C++
- Spring
- CCNA Commands
- Node.js
- Hibernate
- AngularJS
- Korn Shell
- jQuery
- WordPress
- JSON & XML
- RHEL Commands

FAVORITE IDES/TOOLS

- Visual Studio Code
- Eclipse
- Chrome Dev Tools

[Tiny Projects]

PORTFOLIO HYPERLINKS

- Portfolio Website (sachinkrb.github.io)
- Website Prototype I
- Website Prototype II
- Wordpress Website III
- The Starter Guide
- Github Summary
- Helpful Collection
- Codepen.io Account
- Repl.it Account
- Sololearn Account
- Photography Portfolio

[Work Background]

Independent Contractor @ LiveOps @ Work At Home | August 2019 - Current

- Working as an independent customer service contractor for Bath & Body Works and Nordstrom.
- Resolving sales/accounts/post-sales issues.
- Help customers order products on behalf of Bath & Body Works

Senior Apple Advisor @ Teleperformance @ Work At Home | July 2017 - June 2019

- Professionally handled software/hardware issues calls regarding Apple products such as Mac, iPhone, iPad, iPod and other apple accessories.
- Dug in-depth for system folders to find the root cause of the issue, followed internal apple documents and verified Google searches to solve the issues.
- Isolated & categorized issues to keep proper written documentation of software and hardware issues.
- Setup repair appointment for hardware related issues.
- Worked on reporting new bugs generated with every software updates.

Web Developer @ United Health Group @ Short-Term Contractor | February 2017 - May 2017

- Worked under agile methodology by attending scrum calls for tasks iterations, tasks reporting and final product demos.
- Worked on building UIs using multiple languages but not limited to HTML5, CSS3, JavaScript, Spring, jQuery, AngularJS, JSP, JSTL and Bootstrap.
- Implemented SQL queries to work with the DB2 database servers.
- Learned about Spring framework, Maven build tool, korn shell for batch processing, Subversion, Stage/Production server & other web development/deployment tools.
- Took care of defects opened by QA within the given time frame.

Remote Services Technician @ Support.com @ Work At Home | December 2015 - January 2017

- Professionally handled calls from by tier1 associated with Comcast customer's Internet issues.
- Studied Signal levels to look for RF issues and scheduled a technician if needed
- Logged into Gateways remotely to troubleshoot, manipulate settings, read logs and check the health of those devices.
- Ran proximity checks to determine outages and help determine the cause of intermittent Internet issues.

IT Support Assistant @ Academic Computer Center @ MNSU | November 2007 - May 2009

- Supported IT leads in deploying and configuring Window OS in several buildings on campus.
- Used PXE boot, Wake on LAN(WOL), and protocols like BOOTP/DHCP/TFTP.
- Assisted in removing old hardware parts to upgrade and test new hardwares.
- Assisted students in working with various softwares, including removal and installation of windows and third party softwares.

[Education]

Orchid Science College, Bharatpur, NEPAL | 2002 - 2004

- Physics, Chemistry, Biology & Mathematics

Minnesota State University (MNSU), Mankato, MN | 2005 - 2009

- Information Technology (NOT A GRAD!)

University of the People (UoPeople), Online | Starting Apr 9, 2020

- Computer Science