Sachin R. //   sachink.rb@gmail.com   //

['myGoal'] { To learn at least one cool thing everyday }
Portfolio Website: sachinkrb.github.io

[Highlighted Skills]

Favorite Things

- HTML
- Python
- PostgreSQL
- WAMP & XAMPP

- CSS
- Django
- PHP
- Git & GitHub

- JavaScript
- BootStrap 4
- Java

- HTML [Forms, Graphics, Media, APIs, HTML5]

- CSS [Float, Flexbox, Grid, Animations, Responsive]

- JavaScript [Forms, Objects, Functions, HTML DOM, Browser BOM, AJAX, JSON, JS vs jQuery]

- Colors [www.colorhexa.com]

Self Explored

- Java
- AngularJS
- Spring
- WordPress

- C++
- jQuery
- Hiberate
- Red Hat Linux Commands

- Node.js
- JSON & XML
- Korn Shell
- Cisco Routing & Switching

IDE's & Other Tools Explored

- Visual Studio Code
- Eclipse
- Putty
- Adobe Photoshop
- Photography

- Pycharm
- Notepad++
- FileZilla
- Adobe Illustrator

- Sublime Text
- Firefox, Chrome Dev Tools
- Packet Tracer
- Responsive Web Design

Operating System Explored

- Ubuntu
- RHEL OS

- MacOS, OS X & iOS
- CentOS

- Windows XP, Vista, 7, 8 & 10

[Tiny Projects]

Personal Tiny Creative Works & Workshops

CLICK on the links below to direct you to my few remains of what I have practiced & created:

- Working on Responsive Design Website Prototype for Django Project (Current)
- Working on a Makeup Website for Spouse (Current)
- Github Powered Portfolio Website (sachinkrb.github.io)
- Linux Chats Website built using Wordpress as CMS (linuxchats.com)
- Personal Research-How To Start Best HTML&CSS Coding
- Github Account For Current Projects (github.com/sachinkrb)
- Reminder Lists For Creations
- Django Powered Website Coming Soon!

- [Codepen.io Account](#)
- [Repl.it Account](#)
- [Sololearn Account](#)

Senior Apple Advisor at Teleperformance, Work At Home | July 2017 - Current

Environment: macOS, iOS, Apple Multiple Internal Tools, Apple Support Articles, Apple Devices, MacOS Manuals, iOS Manuals, Apple Internal Use Only Articles.

- Professionally handled software and hardware issues calls regarding Apple products such as Mac, iPhone, iPad, iPod and other apple accessories.troubleshooting skills.
- Dug in-depth system folders to find the root cause of the issue, followed internal apple documents and verified google searches to solve the performance and other issues.
- Used soft-skills and right set of questions to get to the main cause of the issue.
- Requested screen-sharing sessions on iOS and Mac devices while assuring trust and maintaining privacy for the customer.
- Isolated & categorized issues to keep proper written logs of software and hardware issues.
- Setup repair appointment for hardware related issues.
- Studied and reported arising software and hardware issues with Apple products.
- Worked on new bugs generated with every software updates and freshly launched appleproducts.
- Maintained proper access to consumers apple id, icloud account and private information.
- Received numerous completely satisfied surveys(goals achieved upto 100%) and kudos fromnumerous apple consumers.

Web Developer at United Health Group, Short-Term Contract Hire
| February 2017 - May 2017

Environment: HTML, CSS, Java, JSP, JSTL, jQuery, AngularJS, Spring MVC, XML, DB2,Fortify, MyEclipse Blue 2014, Aqua Data Studio, Websphere Application Server, Maven,Tortoise SVN, Rally, KornShell.

- Worked under scrum concepts of agile methodology by attending scrum calls for tasks iterations, tasks reporting and final product demos.
- Worked with Spring open source framework for improving existing web application as well as creating attractive graphical user interface based on old and new prototypes.
- Created SQL queries and implemented functions to work with the DB2 database servers.
- etched , manipulated and executed SQL queries to check for database errors and corrected the logic and data as required for each task.
- Ran software security assurance tool on new files to check for security vulnerabilities.
- Worked on User interface system using HTML5, CSS3, JavaScript, jQuery, AngularJS, JSP, JSTL and Bootstrap.
- Went through several meetings on how to properly code and execute kornshell(ksh) for batch jobs.
- Installed and build the web application using Maven to deploy and test out the job in various test and stage servers.
- Developed the application using Eclipse as the IDE and used features for editing, debugging, compiling, formatting, test cases, and installed Subclipse plugin for version control (SVN).
- Properly exported and committed the changes in code by setting up several meetings with fellow developers to avoid conflicts.

[Work Background]

- Took care of defects opened by QA within the given time frame.

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

Environment: Windows 7/10, Einstein 2.0, Avaya, CiscoVPN, RDS browser, SDC Workbench, Spark, BlueJeans, Various DSL Modems, Routers.

- Professionally handled calls passed on by tiers associated with comcast customers internet issues.
- Discussed and asked proper questions to get to the root of the issue.
- Studied Signal levels in details to look for RF issues and scheduled a technician if needed to correct the reported issue.
- Logged into customers routers and modems remotely to troubleshoot and manipulate the settings as well as read logs to determine the health of those devices.
- Ran proximity checks to determine outages and isolates intermittent internet issues.

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

Environment: Windows XP, Vista, Server, Microsoft Office, BOOTP, Windows Deployment Services

- 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 old hardwares.
- Assisted students in working with various softwares, including removal and installation of windows and third party softwares.
- Maintained proper security access to classroom labs.
- Communicated in professional manners about the unnoticed hardware, software and security issues to IT leads.
- Assisted in configuring LANs and WLANs in multiple buildings on campus.

[Education]

Orchid Science College, Bharatpur, Nepal | 2002 - 2004

- Physics, Chemistry, Biology & Mathematics

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

- Information Technology