

Skills	<p>Good knowledge of</p> <ul style="list-style-type: none"> HTML/CSS/Bootstrap Java/JSP/Spring/Maven Python/Django Git/GitHub Linux/CCNA commands JS/jQuery/JSON/Node.js MySQL/PostgreSQL WordPress Lightroom/Photoshop
Works	<p><u>Mini Projects</u></p> <ul style="list-style-type: none"> Github Bootstrap Portfolio Website Basic RWD Website I Basic RWD Website II Skeleton Framework Website III How to CSS a Website Github Summary Photography Portfolio YouTube
Work Background	<p><u>Independent Contractor @ LiveOps @ Work At Home</u> August 2019 - Current</p> <ul style="list-style-type: none"> Working as an independent customer service contractor for Bath & Body Works and Intuit TurboTax. Resolving sales/accounts/post-sales issues & product expert support. Working as Product Expert Support contractor for Intuit TurboTax.
	<p><u>Senior Apple Advisor @ Teleperformance @ Work At Home</u> July 2017 - June 2019</p> <ul style="list-style-type: none"> Professionally handled software/hardware calls for all Apple products. Followed internal Apple documents to resolve software issues. Documented each software and hardware issues. Setup hardware related repair appointments. Reported software updates bugs with steps to reproduce.
	<p><u>Web Developer @ United Health Group @ Short-Term Contractor</u> February 2017 - May 2017</p> <ul style="list-style-type: none"> Followed Agile methodology for tasks iterations, tasks reporting and final product demos. Worked on redesigning old website while waiting on a new project. Worked with HTML5, CSS3,SQL, JavaScript, jQuery, JSP, Java, Spring, Maven, DB2, Subversion. Took care of defects opened by QA within the given time frame. The project ended prematurely for the reallocation of the budget.
	<p><u>Remote Services Technician @ Support.com @ Work At Home</u> December 2015 - January 2017</p> <ul style="list-style-type: none"> Professionally handled Tier 2 calls 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 to check modem health. Ran proximity checks to determine outages.
	<p><u>IT Support Assistant @ Academic Computer Center @ MNSU</u> November 2007 - May 2009</p> <ul style="list-style-type: none"> 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 upgrading old hardware. Assisted students in troubleshooting installed software.
Education	<p><u>University of the People (UoPeople) - Pasadena, CA</u> 2020 - Current</p> <ul style="list-style-type: none"> Associate Degree in Computer Science <p><u>References</u></p> <ul style="list-style-type: none"> Chhabi Pachabhaiya-----Drupal Engineer@Apple-----chhabi@pachabhaiya.com-----469-386-7729 Dilip Paudel-----Software Engineer@SAP-----dilip.paudel@sap.com-----985-413-7771