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| Skills | Good knowledge of |
| | <div>• HTML/CSS/Bootstrap • JS/jQuery/JSON/Node.js • Java/JSP/Spring/Maven • MySQL/PostgreSQL • Python/Django • WordPress • Git/GitHub • Lightroom/Photoshop • Linux/CCNA commands</div> |
| Tools | Tools I prefer |
| | <div>• Visual Studio Code • Eclipse • PyCharm • Chrome Dev Tools</div> |
| Works | Works in progress |
| | <div><div>• Bootstrap Portfolio Website (sachinkrb.github.io)</div><div>• RWD Website I</div><div>• RWD Website II</div><div>• Skeleton Framework Website III</div><div>• How to CSS a Website</div><div>• Github Summary</div><div>• Codepen.io Playground</div><div>• Mini Courses</div><div>• Photography Portfolio</div><div>• YouTube</div></div> |
| Work Background | Independent Contractor @ LiveOps @ Work At Home August 2019 - Current |
| | <div>• Working as an independent customer service contractor for Bath & Body Works and Intuit TurboTax.</div> <div>• Resolving sales/accounts/post-sales issues & product expert support.</div> <div>• Working as Product Expert Support contractor for Intuit TurboTax.</div> |
| | Senior Apple Advisor @ Teleperformance @ Work At Home July 2017 - June 2019 |
| | <div>• Professionally handled software/hardware calls for all Apple products.</div> <div>• Followed internal Apple documents to resolve software issues.</div> <div>• Documented eac software and hardware issues.</div> <div>• Setup hardware related repair appointments.</div> <div>• Reported software updates bugs with steps to reproduce.</div> |
| Work Background | Web Developer @ United Health Group @ Short-Term Contractor February 2017 - May 2017 |
| | <div>• Followed Agile methodology for tasks iterations, tasks reporting and final product demos.</div> <div>• Worked on redesigning old website while waiting on a new project.</div> <div>• Worked with HTML5, CSS3, JavaScript, jQuery, JSP, Java, Spring, Maven, DB2, Subversion.</div> <div>• Used SQL queries to work with the DB2 database.</div> <div>• Took care of defects opened by QA within the given time frame.</div> |
| | Remote Services Technician @ Support.com @ Work At Home December 2015 - January 2017 |
| | <div>• Professionally handled Tier 2 calls associated with Comcast customer's Internet issues.</div> <div>• Studied Signal levels to look for RF issues and scheduled a technician if needed.</div> <div>• Logged into Gateways remotely to troubleshoot, manipulate settings, read logs to check modem health.</div> <div>• Ran proximity checks to determine outages.</div> |
| Education | IT Support Assistant @ Academic Computer Center @ MNSU November 2007 - May 2009 |
| | <div>• Supported IT leads in deploying and configuring Window OS in several buildings on campus.</div> <div>• Used PXE boot, Wake on LAN(WOL), and protocols like BOOTP/DHCP/TFTP.</div> <div>• Assisted in upgrading old hardware.</div> <div>• Assisted students in troubleshooting installed software.</div> |
| | Orchid Science College, Bharatpur, NEPAL 2002 - 2004 |
| | <div>• Physics, Chemistry, Biology & Mathematics</div> |
| Education | Minnesota State University (MNSU), Mankato, MN 2005 - 2009 |
| | <div>• Information Technology (NOT A GRAD)</div> |
| References | |
| <div>• Chhabi Pachabhaiya-----Drupal Engineer@Apple-----chhabi@pachabhaiya.com-----469-386-7729</div> <div>• Dilip Paudel-----Senior Software Engineer@SAP-----dilip.paudel@sap.com-----985-413-7771</div> | |