Sachin    Rajbhandari    sachink.rb@gmail.com    Website:    sachinkrb.github.io    Austin, TX

## Skills

### Good knowledge of

- 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

### Mini Projects

- 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

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

- 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.

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

- 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.

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

- 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.
- Project ended prematurely for lack of budget.

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

- 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.

### 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 upgrading old hardware.
- Assisted students in troubleshooting installed sofware.

## Education

### University of the People (UoPeople) - Pasadena, CA | 2020 - Current

- Associate Degree in Computer Science

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

- Information Technology (NOT A GRAD)

### Orchid Science College - Bharatpur, NEPAL | 2002 - 2004

- High School Diploma

### References

- Chhabi Pachabhaiya-----------Drupal Engineer@Apple---------------------------chhabi@pachabhaiya.com---------469-386-7729
- Dilip Paudel----------------------Software Engineer@SAP---------------------------dilip.paudel@sap.com--------------985-413-7771