



# SAGAR THAPLIYAL

## Web Developer

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➦ [Portfolio](#), [LinkedIn](#),  
[Github](#)

### Skills

PHP  
CSS  
Figma  
HTML5  
Window OS  
Microsoft Outlook  
Internet Browsing  
JavaScript  
Customer Service  
IT Troubleshooting  
Communication Skills  
Visual Studio Code  
Java Programming  
Unix Administrator

### Languages

English  
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Hindi  
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### Hobbies

Playing Badminton, Table  
Tennis, Reading Blogs,  
Playing Video Games,  
Dancing and Singing.

## Profile

Hardworking Consultant gifted at turning prospects into clients and delivering exceptional presentations. Engaging, personable and focused on delivering exemplary customer service. Outstanding motivator with adaptable communication style and success in collaborating across organizational levels. Skilled Consultant skilled in client oversight, issue resolution and business presentation. Impressive capability for juggling multiple tasks and projects within deadlines and delivering quality suggestions. Focused on helping resolve business issues and capitalize on development opportunities.

## Employment History

### Trainee Programmer, Aptara, Dehradun

July 2013 — January 2014

#### Job brief

Producing the monthly newsletter, fact-checking writers' articles and optimizing written pieces to increase user engagement. I had excellent writing and editing skills in English and experience managing editorial calendars.

#### Responsibilities

- Write blog posts and marketing copy to promote our products and services
- Proofread, re-structure and edit articles by content writers
- Update our website and social media pages with new content
- Craft and send our monthly newsletter
- Interview industry professionals and use online sources to research topics
- Improve illustration in collaboration with marketing and design teams
- Optimize published pieces using SEO guidelines
- Manage the editorial calendar and ensure timely publication
- Generate new ideas around industry-related topics
- Monitor web traffic and user engagement (e.g. bounce rates)

### Project Engineer, Wipro Technologies, Bengaluru

November 2014 — May 2017

#### Job brief

Job to do cloud computing services for our Nokia developers. As a cloud administrator, my job duties were to transition locally hosted infrastructure to the cloud, configure cloud environments to meet Nokia Siemens.

#### Responsibilities

- Deployment of multi type OS i.e, Linux variants and Windows in World Wide multi system with the help of Ansible tools.
- Monitoring around 1000 clouds located in Bengaluru(India), Espoo, China and Finland via different tools.
- Handling Service Requests and Incident tickets within SLA.
- Offering the virtual components like volumes, CPUs, Memory and scaling the image with desired components.
- Making scripts to run jobs in specific times that saves hours of many employee and increase the productivity.
- Documentation of specific issue for future reference.
- Delivering support to internal teams by carrying expected job responsibilities.

### **Associate Web Designer, Proponent Technologies, Dehradun**

August 2017 — May 2019

#### **Job brief**

I was coding for innovative designs and layouts for our projected websites. My main responsibilities included building website from concept all the way to completion from the bottom up, fashioning everything from the home page to site layout and function.

#### **Responsibilities**

- Write well designed, testable, efficient code by using best software development practices.
- Create website layout/user interface by using standard HTML/CSS practices.
- Integrate data from various back-end services and databases.
- Gather and refine specifications and requirements based on technical needs.
- Create and maintain software documentation.
- Be responsible for maintaining, expanding, and scaling our site.
- Stay plugged into emerging technologies/industry trends and apply them into operations and activities
- Cooperate with web developers to match visual design intent.

### **Consultant, CGI, Montreal**

September 2021 — February 2022

#### **Job Brief**

Working with hardware and software vendors to verify timely product delivery and ensuring that new equipment is installed and ready to operate on schedule. Analyzing and resolving issues related to hardware and software with many existing standardization procedures and policies.

#### **Suncor, Level 1 technician**

- Diagnose, troubleshoot and resolve incidents or service requests reported by the client;
- Diagnose and resolve technical hardware and software issues (printer, cell phone, web browser, MS Office Suite, etc.);
- Resolve technical problems in different Microsoft Windows Operating Systems;

- Leverage appropriate tools for diagnostics, troubleshooting and resolution activities (remote takeover, knowledge base, ticketing tool, communication tools);
- Log, document all troubleshooting steps and resolution activities within the incident management tool;
- Monitor incidents until resolution;
- Follow standard service desk procedures;
- Assign non-resolved incidents or service requests to the appropriate support team, identify and escalate incidents requiring urgent attention and action;
- Stay current with system information, changes and updates;
- Technical support for:
 

Active Directory; Microsoft Office; Microsoft Exchange; VPN; Symantec; McAfee EMM / BES 12 / BlackBerry UEM; SAP; BETC (BELL ENTERPRISE TOTAL CONNECT); Internet browsers (Internet Explorer, Chrome, Firefox); Dameware, SCCM; AVAYA; Citrix; SingleView; OneBill
- Equipements:
 

Desktop; Printers; Mobiles devices.
- Use of ticketing systems like ITSM, ServiceNow.

## Education

### **Bachelor of Computer Application, OIMT, Rishikesh**

June 2010 — July 2013

### **AEC, ISI, L'institut Supérieur d'Informatique, Montreal**

January 2020 — February 2022

## Internships

### **Web Developer, Esky.ca, Montreal**

August 2021 — February 2022

#### **Description**

Developing Designs for the LMS for Buston and internal websites on Figma, Dribbler and other tools.

Converting design into codes for the back end developer.

Understanding the requirement of design from team leader and apply ideas on the ground.

Documents the templates for different sites for final approval.

## References

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