

# SAJITH S

## FULL STACK DEVELOPER



### PROFESSIONAL NARRATIVE

As a passionate and motivated individual, I am eager to launch my career as a Full Stack Developer. Proficient in **HTML, CSS, JavaScript**, and with a keen interest in **PHP** and **jQuery**, I possess the skills necessary to create dynamic and user-friendly web applications. With a strong problem-solving mindset and attention to detail, I am well-equipped to excel in web development. I am a quick learner, adaptable to new technologies, and thrive in collaborative environments. As a fresher, I am committed to gaining hands-on experience, continuous learning, and making valuable contributions to project success.



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[github.com/sajithsethu](https://github.com/sajithsethu)



[sajithsethu.github.io/New\\_Portfolio/](https://sajithsethu.github.io/New_Portfolio/)

### TECHNICAL PROFICIENCIES

- **Front-end:** HTML, CSS, JavaScript (ES6+)
- **Frameworks:** React.
- **Back-end:** PHP.
- **Databases:** SQL (MySQL).
- **Version Control:** Git.
- **Deployment:** AWS.
- **Package Managers:** npm, Yarn
- **Debugging Tools:** Postman

### WORK EXPERIENCE

#### Satvat InfoSol

##### Technical Support Engineer

August 2019-November 2020

1. **Technical Troubleshooting:** Proficient in quickly identifying and resolving software, hardware, or network issues for customers, ensuring minimal downtime and disruptions.
2. **Customer Satisfaction:** Dedicated to providing prompt and effective solutions to customer inquiries, ensuring high levels of customer satisfaction and building positive relationships.
3. **Documentation and Knowledge Sharing:** Maintain accurate and organized documentation of customer interactions, technical issues, and resolutions, contributing to a comprehensive knowledge base for efficient issue resolution.
4. **Collaboration and Communication:** Collaborate effectively with cross-functional teams, such as developers and quality assurance, to escalate and resolve complex technical issues, facilitating seamless customer support.
5. **Continuous Improvement:** Actively seek opportunities to enhance technical skills, stay updated with emerging technologies and industry trends, and provide valuable feedback for product improvement and process optimization.

#### Zealous Services

##### Dialer Support Engineer

March 2021-Till now

1. **Dialer System Support:** Proficient in providing technical support and troubleshooting for dialer systems, ensuring smooth operations and minimizing downtime.
2. **Issue Resolution:** Skilled in diagnosing and resolving technical issues related to dialer systems promptly, ensuring customer satisfaction.
3. **Performance Monitoring:** Capable of monitoring and analyzing dialer system performance, identifying bottlenecks, and making necessary optimizations to enhance efficiency and productivity.
4. **Customer Assistance:** Dedicated to providing excellent customer support, assisting users with dialer system setup, configuration, and troubleshooting, ensuring their satisfaction and campaign success.
5. **Documentation and Reporting:** Proficient in maintaining accurate documentation of dialer system configurations, issues, resolutions, and performance metrics.
6. **Call Routing and Campaign Optimization:** Skilled in configuring call routing strategies and optimizing campaign settings for maximum efficiency and productivity. Utilize advanced dialing algorithms and strategies to improve call connect rates and agent utilization.

## PERSONAL PURSUITS

- Open Source Contributions
- Networking & Community Engagement
- Continuous Learning & Growth
- Creative Side Projects

## EXPERTISE

- Communication
- Logical Thinking
- Team Management
- Creativity
- Problem solving

## WORKED ON INITIATIVES

**Stock Management Dashboard:** Developed a comprehensive project dashboard using **PHP**, **MySQL**, and **jQuery** for efficient management of inward and outward stock transactions. Implemented a **MySQL** database to store stock data, including tables for `inward_stock` and `outward_stock`. Utilized **PHP** for server-side logic and data manipulation, while leveraging **jQuery** for enhanced user interactivity. This dashboard provided real-time tracking of stock quantities, product names, dates, and other relevant information, enabling streamlined stock management processes.

**Every Mile Holds a Precious Memory Waiting to Be Crafted:** I developed a responsive travel website using **React**, **HTML**, **CSS**, and **Sass**, focusing on an intuitive user experience. Real-time features and efficient booking capabilities were implemented to enhance the platform's functionality. This project resulted in fast loading times, improving user engagement and facilitating travel planning.

**Connecting Literature and Film:** I am currently in the process of developing a dynamic book app for a movie. The project utilizes **PHP**, **MySQL**, **jQuery**, **HTML**, **CSS**, and **Bootstrap**. The app will allow users to explore and interact with a curated collection of books related to the movie. I am utilizing **PHP** for backend functionality, **MySQL** for database management, **jQuery** for enhanced user interactions, and **HTML**, **CSS**, and **Bootstrap** for creating a responsive and visually appealing frontend design. The aim of this project is to provide users with an immersive experience, bridging the gap between the movie and its literary adaptations.

## AFFIRMATION TO ACCURACY

With utmost integrity, I declare that the information shared in this resume is a true representation of my qualifications and experiences. I stand by the values of honesty, transparency, and accountability in all aspects of my professional journey. I am eager to bring my expertise, passion, and unwavering commitment to achieve the goals and objectives of the organization.

DATE:

PLACE:

## ACADEMIC BACKGROUND

### Sri Venkateswaraa College Of Technology

August 2015 to March 2019  
B.E [Electronics And Communication]  
CGPA:6.63

### Velammal Matriculation School-Surapet

June 2013 to March 2015  
Higher Secondary School  
PERCENTAGE: 80.1%

### Velammal Matriculation School-Surapet

June 2012 to March 2013  
Senior Secondary School  
PERCENTAGE:89.8%

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