

SAKSHAM NAGAR

CONTACT



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sakshamnagar.github.io/resume



Ahmedabad, Gujrat

SKILLS

- Django
- Python
- HTML
- CSS
- JavaScript

PROJECTS

(LINK IN CONTACT SECTION)

- Multi-Vendor e-commerce.
- College Project.
- Python Tic_Tac_Toe game
- Python BlackJack card game

LANGUAGE

- English
- Hindi
- Gujarati

PROFESSIONAL PROFILE

I am a fresher in software and web development looking for exciting opportunities. I am a dedicated team player and can work independently. I have 3+ years experience in customer service and sales with good performance track records.

WORK EXPERIENCE

Internship: WayToWeb Pvt. Ltd.
(January 2021 to April 2021)

- ·Learnt about SDLC and production processes.
- ·Understood basics of Django and participated in Ecommerce project.
- ·Successfully built an ecommerce website using various languages.

Online Chat Representative: Etech Global Services
(October 2020 to June 2023)

- ·Participated in activities designed to improve customer satisfaction and sales performance.
- ·Ensured service delivered to our customers meets contractual sales goals and other Key Performance Indicators ('KPIs').
- ·Contribute ideas on ways to resolve problems to better serve the customer and/or improve productivity.
- ·Responsible for achieving specific sales business targets and maximising sales opportunities on each and every chat..

Online Chat Representative: Etech Global Services
(October 2020 to June 2023)

- ·Technical troubleshoot and gather information from customers to identify root causes of customer problems and/or dissatisfaction.
- ·Determine appropriate courses of action to ensure result is a win-win and documents interaction through contact tracking.
- ·Provide accurate product information and serving as a knowledgeable resource to customer..

EDUCATION

B.E Computer Science & Engineering (2022 passout)
SRI Group Of Institutions, Vadasma