



# SAKSHI PRASAD

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## Summary

- Information technology background with solid 3+ years of working experience in programming knowledge and proven hands-on experience in delivering robust and scalable web/software development. In-depth knowledge of QA functional and non-functional testing methodologies, such as performance testing, integration testing, regression testing, UAT testing, and migration testing.
- Extensive experience in software systems design, installation, testing, and maintenance, aiming to produce and deliver websites/applications that meet client specifications and requirements. Exceptional project organization skills with the ability to prioritize and manage multiple tasks simultaneously. Capable of understanding and gathering client requirements and developing project specifications & documentation.
- Working experience in installation, troubleshooting, and maintenance of the Network, PC systems, and Hardware/Software Applications. Passionate about automation, system administration, and leveraging cloud technologies to improve the efficiency of business using Cloud Services (AWS, Microsoft Azure, Google Cloud, etc.)

## Technical Skills

Programming: HTML5, CSS/SCSS, JavaScript, TypeScript JAVA, C/C++, Python, XML, and MySQL

Frameworks: Bootstrap, React, and Selenium

Tools: Figma, Adobe Suite, Microsoft Office Suite, JIRA, Project Libre, and VMware

Environment: Windows, MacOS, Android, iOS, and Linux

Networking: TCP/IP, DNS, DHCP, and VPN

## Certifications

Google UX Design Level 4 (Pursuing)

Google certificate Level 3: Building Wireframes and Low-Fidelity Prototypes

Google certificate Level 2: Start the UX Design Process: Empathize, Define, and Ideate

Google certificate Level 1: Foundations of User Experience Design

## Education

PDD Project Management	Douglas College, New Westminster, Canada	2021-2022
PDD Information Technology	Douglas College, New Westminster, Canada	2019-2021
Bachelor of Technology, Computer Science	Rajasthan Technical University, Jaipur, India	2014-2018

## Work Experience

### TECHNICAL SPECIALIST, The/La Source. Burnaby |

April 2022 - Present

Design planograms and cross-sell products and services.

Collaborate with supervisors to escalate and address customer inquiries or technical issues.

Document support interactions for future reference.

Solve a diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.

Explain technical information in clear terms to promote better understanding for non-technical users.

### UX/UI INTERN, TBITS IT Specialists|

September 2022 - December 2022

Worked closely with UX designers to implement responsive design and ensure optimal user experience.

Collaborated with back-end developers to integrate APIs and implement dynamic functionality.

Optimized website performance using techniques such as lazy loading, compression, and modification.

Implemented various features such as forms, image sliders, and modals.

Developed and maintained multiple websites and web applications using HTML, CSS, JavaScript, and React.

Assisted with server-side scripting using PHP and MySQL.

### TECHNICAL SUPPORT ADMINISTRATOR, Pearson Professional Centre, Vancouver |

September 2020 - September 2021

Invigilated candidates while testing and made sure everyone complies with testing procedures.

Implemented program-level departmental policies and procedures.

Scheduled educational activities and departmental events to drive the mission and values of the institution.

Maintained program files, records, databases, and websites to gather research and prepare and submit daily reports.

### ADMINISTRATIVE ASSISTANT, Elite Immigration, New Westminster |

November 2019 - July 2020

Processed legal forms on the immigration portal and proofread all documents in the database.

Answered multi-line phone system, routed calls, delivered messages to staff, and greeted visitors.

Generated reports and typed letters in Word and prepared PowerPoint presentations.

Maintained company handbook to outline policies and provide insights into company mission and values.

### TECHNICAL ANALYST INTERN, DRDO ,New Delhi, India |

May 2017 - January 2018

Analyzed AES encryption algorithm. Developed customized AES algorithm to use the code in applications as a tool.

Coded swing application from the migration of code from C++ to JAVA.

Tested Application using the Selenium framework with a team of 20 senior scientists and developers.

Used the project as a training project and secured perfect scores during coursework.

Helped in building communication skills, a problem-solving attitude, and strong interpersonal skills to build positive relationships with teams and clients.