Saurav Kumar Verma

Frontend Engineer

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Portfolio | Linkedin | GitHub

EDUCATION

DR. A.P.J. ABDUL KALAM TECHNICAL UNIVERSITY,   July 2015 - July 2019
Bachelor's of Technology Computer Science & Engineering   Lucknow, U.P.
Percentage: 76%

EXPERIENCE

FIS GLOBAL BUSINESS SOLUTIONS INDIA PVT. LTD | Customer Service Associate   Gurugram,
Haryana | July 2019 – Jan 2022

- Implemented forward-thinking strategies to address customer needs and resolve concerns, resulting in a consistent customer satisfaction rating of over 60% TNPS and 75% FCR.
- Supervised a team of 14 Advisors in resolving complaints and scheduling audits, leading to a 6% increase in overall team FCR.
- Exemplified a positive attitude and unwavering commitment to customer satisfaction, addressing recurring concerns for 25+ customers.

SKILLS

Programming Languages	Javascript, Typescript, Python, HTML, CSS
Libraries/Frameworks	React.JS, Next.JS, Tailwind Css, SCSS, Framer Motion, React Query, React Router, Redux Toolkit, Node.js, Axios
Tools / Platforms	VS Code, Github, Figma, Canva, Postman
Databases	Supabase, Appwrite, Mongo DB

PROJECTS / OPEN-SOURCE

MEDICA - THE MED CONNECTION | Link   HTML, SCSS, Javascript

- Employed HTML, SCSS, and JS, which achieved an exceptional 98% score in cross-browser compatibility tests, ensuring seamless access across diverse platforms.
- Realized a 30% reduction in development time by employing SCSS variables and optimized classes, enhancing code maintainability while ensuring swift updates and scalability.

NATOURS: EMBARK ON A JOURNEY OF NATURE | Link   HTML, Modern CSS, SCSS

- Orchestrated the implementation of semantic HTML structure, leading to a 20% improvement in SEO ranking and heightened user experience.
- Optimized load times by 40% through strategic utilization of responsive images and backgrounds, elevating user experience and driving higher retention rates.

CERTIFICATIONS

- The Ultimate React Development - Udemy
- Modern Javascript Programming - Udemy
- Introduction to Front-End Development - Meta
- React.JS Certification - Namaste Dev