SAURAV KUMAR VERMA

Frontend Engineer

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Linkedin | **GitHub**

EDUCATION

Sanjay Institute of Technology & Management   Mathura
Computer Science and Engineering Bachelor's of Technology   July 2015 - July 2019
Percentage: 75.2%

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.
- Negotiated with customers to provide optimal alternative solutions, resulting in a 40% reduction in complaints escalation.
- Exemplified a positive attitude and unwavering commitment to customer satisfaction, addressing recurring concerns for 25+ customers.

SKILLS

Programming Languages:	Javascript, Python, Typescript, 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
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.
- Amplified user interaction through strategic utilization of JavaScript animations, contributing to a 20% boost in user retention and longer on-page session durations.
- 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.
- Crafted captivating animations utilizing modern CSS properties, resulting in a 30% increase in user engagement and interaction.
- Optimized load times by 40% through strategic utilization of responsive images and backgrounds, elevating user experience and driving higher retention rates.

CERTIFICATIONS

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