

SAPANA CHAUDHARY

Fullerton, CA 92832 | (714) 732-7295 | sapana.chy23@gmail.com

Professional Summary

Newly graduated web developer offering enthusiasm and understanding of various programming languages. Looking to join organization where opportunity for growth and professional development is embraced.

Skills

Website management	Website and portal monitoring
Website design	Website design expert
Decision Making	Microsoft Excel
Presentation Skills	Project Management
Technical Support	Organizational Skills

Work History

Website Developer & Database Analyst

08/2018 to 11/2019

Energy Environmental Solutions – Anaheim, CA

- Designed, implemented and monitored web pages and sites for continuous improvement.
- Represented web team at meetings with executives and discussed project goals and milestones.
- Kept abreast of emerging technologies, software and trends and project applications.
- Converted mockups into HTML, JavaScript and JSON.
- Optimized company's website and main corporate blog to boost SEO traffic to sites.
- Took concepts and produced design mockups and prototypes to strengthen designs, enhance user experiences and improve site interactions.
- Conducted unit testing to deliver optimal browser functionality.
- Created site layout and user interface using HTML and CSS practices.
- Collected, defined and translated user requirements into project designs and implementation plans.

Customer Service Manager

08/2013 to 02/2017

Himalayan Clearing Services Pvt Ltd – Kathmandu, Nepal

- Devised and published metrics to measure organization's success in delivering world class customer service.
- Assumed ownership over team productivity and managed workflow to meet or exceed quality service goals.

- Exceeded team goals and collaborated with staff members to implement customer service initiatives.
- Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.
- Built partnerships with diverse internal teams and sales, finance and operations departments to streamline processes.
- Researched and corrected regular, advanced and long-standing customer concerns to promote company loyalty.
- Resolved customer complaints while prioritizing customer satisfaction and loyalty.

Compliance Manager

01/2011 to 02/2013

Premier Clearing Services Pvt Ltd – Kathmandu, Nepal

- Collaborated with HR and IT to develop and implement code of business and ethics and anti-harassment policies and related personnel training.
- Advised division leaders of regulatory risks in business processed and provided recommendations for improvement.
- Defined and developed policies and procedures for consumer reporting and privacy practices.
- Ensured consistency in quality planning, quality control, quality insurance and quality improvement.
- Played instrumental role in company-wide risk assessment efforts, supporting enhancements in business processes and controls.
- Collaborated with contract team to review client contracts and facilitate personnel compliance training.
- Consulted with clients on best practices and served as project manager for all process improvements and regulatory initiatives.
- Delivered and tracked program training for all associates and supervisors in order to safeguard continuing business relationships.

Education

Master of Science: Software Engineering

Expected in 05/2020

California State University - Fullerton - Fullerton, CA

- Majored in Software Engineering

MBA: Finance

11/2014

Lovely Professional University - Punjab, India

BBA: Finance

03/2011

Tribhuvan University - Kathmandu, Nepal