

# SAPANA CHAUDHARY

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## Professional Summary

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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

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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

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### Website Developer & Database Analyst

08/2017 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**

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### **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**