

# SAPANA CHAUDHARY

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## Professional Summary

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Newly graduated web developer offering enthusiasm and understanding of various programming languages. Also, Front-End Web Developer leveraging a background in psychology to build a more intuitive user experience on the web. Known as an innovative problem-solver passionate about developing apps, with a focus on mobile-first design and development. Strengths in meeting deadlines, creativity, and teamwork. Looking to join organization where opportunity for growth and professional development is embraced.

## Skills

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### Computer Science applied to JavaScript:

- Design Patterns • Algorithms

### Browser Based Technologies:

- HTML • CSS • JavaScript • jQuery
- Responsive Design • Bootstrap
- Handlers • Cookies, Local Storage

### Quality Assurance:

- Writing Tests

### Server-side Development:

- Express • Security and Session Storage
  - User Authentication • MERN Stack
- (MongoDB, Express.js, React.js, Node.js)

### Deployment:

- Heroku • Git

### Database:

- MySQL • MongoDB

### Internet Marketing:

- Semantic HTML

## Work History

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### 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

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### **Full Stack Web Developer**

Expected graduation on 08/2020

**University of California – Irvine** - Irvine, ca

### **Master's in Software Engineering:** Computer Science

05/2020

**California State University - Fullerton** - Fullerton, CA

### **Master of Business Administration:** Finance

**Lovely Professional University** - Punjab, India

### **Bachelor of Business Administration:** Finance

**Tribhuvan University** - Kathmandu, Nepal