

# DHANANJOY TIWARI

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## Professional Summary

Detail-oriented, organized and meticulous employee. Works at fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success. Organized and dependable candidate successful at managing multiple priorities with a positive attitude.

## Skills

- Javascript
- React
- Redux
- SQL
- Express.
- Node.js
- PHP
- Next
- Testing
- Tailwind
- AWS
- Project Management Tools

## Work History

**Software Engineer Technical Lead** , 06/2021 to Current

**Strategic Education Inc.** – Phoenix, United States

- Collaborated with cross-functional teams to design and develop web applications
- Integrated backend APIs and ensured seamless communication between frontend and backend systems
- Conducted code reviews to maintain code quality and ensure best practices
- Participated in Agile development processes, including sprint planning and daily stand-ups.
- Reviewed project specifications and designed technology solutions that met or exceeded performance expectations.
- Coordinated with other engineers to evaluate and improve software and hardware interfaces.

**Software Engineer**, 12/2023 to Current

**House Trevethan** – Phoenix, United States

- Migrating code from php to Javascript.
- Conceptualized and built UI for client facing website with built-in pagination and search functionality.
- Participated in Agile sprints.
- Updated old code bases to modern development standards, improving functionality.

**Production Staff**, 11/2018 to 11/2020

**LetterStream, Inc** – Phoenix, United States

- Resolved issues quickly to maintain productivity goals.
- Organized work to meet demanding production goals.
- Supported machine operators in setup and operation of production equipment resulting in efficient runs.
- Inspected final products to assess compliance with quality standards and established tolerances.
- Took on additional shifts during peak work periods to keep projects on schedule.
- Built a webpage highlighting targets and achievements and other key metrics to be displayed on the production floor so employees can keep track.

**Business Consultant**, 05/2017 to 01/2018

**Freelance** – Delhi, India

- Devised processes to boost long-term business success and increase profit levels.
- Performed as consultant for startup business in areas of marketing, logistics, and training to various behavioral healthcare service professionals.
- Evaluated situations and delivered targeted solutions using various tools and resources.
- Developed complete business plans and operational strategies for new and existing business.

**Lead Customer Service Analyst**, 07/2013 to 05/2017

**American Express** – Gurgaon, India

- Managing critical management information (MIS) such as monthly incentive reporting, KPI/performance reporting, business unit dashboards, and partnering with key business partners to fulfill data requests
- Perform high-risk maintenance updates of classified Information for US & Canada Merchants with adherence to strict policy requirements, report findings to Control & Compliance and/or Internal Security for further research
- Analyze merchant accounts for potential fraudulent activity and handle escalations
- Partnering with compliance and control team to identify potential gaps or audit concerns, and to enhance the established procedures.

## **Education**

**Certified Web Developer**: Web Development, 03/2021

**Devmountain** - Lehi, UT

**Bachelor of Science**: Hospitality Administration And Management, 05/2013

**Chandigarh Institute of Hotel Management And Catering Technology** - Chandigarh, India

## **Accomplishments**

- Mentored new employees to bring them up to speed on projects, resulting in quicker overall completion milestones.
- Conflict Resolution - Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.
- Received multiple awards from American Express including 'Shining Star', 'Best in Class', 'CFN WOW', 'Relationship Care Rock Star', 'Moments of Magic' .
- Supervised team of more than 15 staff members.
- Streamlined business processes and increased efficiency.
- Expanded business operations by opening new locations.

## Languages

### English

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Native or Bilingual

### Hindi

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Native or Bilingual