SUMIT KUMAR

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Contact :

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Portfolio

Objective

I have expertise in front-end web technologies, Bootstrap, HTML5, CSS3, and modern libraries like NodeJS, etc. Passionate about writing clean, concise and effective code. Interested in solving technical challenges through the power of technology. Currently exploring new tech stacks to solve complex problems with creative solutions.

Experience

NOV 2019 – APRIL 2020

Paytm
CUSTOMER CARE EXECUTIVE
- Assisted customers through mails and calls.
- Assisted customers effectively by solving customer disputes.
- Assisted customers effectively on Fastag order, Activation, Closure, Transaction , Double amount deduction, Wrong amount deduction and modification in Fastag & Paytm Fastag wallet issues.
- Experienced in Salesforce, Zohomail, NHAI Toll Plaza site for finding toll plaza charges details.
- Created worksheets for customer's Fastag disputes.
- Briefed customers about the product information.
- Published RCA reports to Business head.

Education

JUL 2016 - NOV 2019

Bachelors of computer applications,
Amity University
CGPA : 7.97

JUL 2016 - AUG 2017

Apparel design & quality control(adqc),
Northen India Textile Research Association,
Grade: C

JUN 2016

INTERMEDIATE 10+2,
P.C.R.S.B.V

Projects

- Covidtracbook : A Covid 19 Case Tracker Application.
  Language & Tools : Dart, Flutter, Html
  Platform: Android, iOS, Web

- QR CODE GENERATOR : A QR Code Generator web Application.
  Language & Tools : Html, CSS, JavaScript
  Platform: Web

- FilmoCity : FilmoCity is a web Application for movies.
  Language & Tools : Html, CSS, JavaScript
  Framework : Bootstrap
  Platform: Web

- Notese : Notese is a Notebook Application made with flutter.
  Language & Tools : Dart, Flutter, Html
  Platform: Android, iOS, Web

- Portfolio : A Personal Portfolio for showcasing projects.
  Language & Tools : Html, CSS, JavaScript
  Framework : Bootstrap
  Platform: Web

Skills

Language	**:**	Dart, Python, Html, CSS, JavaScript,
Frameworks	**:**	Bootstrap
Databases	**:**	SQL, Firebase
Tools	**:**	Canva, Illustrator, Google Analytics, Google Webmaster, VsCode, Android Studio,

Certification

- **Elements Of AI: Introduction to AI**
  University of Helsinki
  Jan 2021

- **Google Digital Garage**
  Google
  July 2019

- **Google Analytics**
  Google

- **HTML CSS Certification**
  TemplateMonster.com

- **Interactive Coding for Beginners**
  BitDegree

- **Python 3 Tutorial Course**
  SoloLearn

Language

- Hindi
- English