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Professional Summary

IT professional with 18 years in technical support and leadership, now transitioning into web development through a Full Stack Development program. Skilled in building and deploying web applications using [HTML, CSS, JavaScript, React, Node.js, SQL]. Strong problem-solving and client-facing abilities, seeking a developer role that leverages both new coding skills and proven IT expertise.

Career Transition:

Actively transitioning from IT Support to Software Development, leveraging 12+ years of IT experience in problem-solving and client support. Currently enrolled in a Full Stack Development program, building hands-on skills across the full software lifecycle:

- **Front-End:** HTML, CSS, JavaScript, React.js
- **Back-End:** Python, Java, .NET (C#)
- **Databases:** Oracle SQL
- **Frameworks/Tools:** Django, Spring Boot

Certifications:

- Full Stack Development Program – Besant Technologies (Jun 2024 – Nov 2024)
- Diploma in Computer Science – Shree Vidyadhiraj Polytechnic, Kumta (2005)
- ITIL Foundation in IT Service Management – 2021
- Lean Six Sigma Green Belt – 2016

Professional Experience:

Consumer Escalations Manager – HP Inc.

June 2019 – Dec 2023

- Led a team of 25 (10 in escalations, 15 in chat support), ensuring SLA adherence and high customer satisfaction across NA & EMEA.
- Designed and maintained an internal web portal (HTML, CSS, JavaScript) for real-time metrics and process documentation, improving accessibility and team efficiency.
- Resolved complex premium customer escalations, collaborating with cross-regional teams for permanent solutions.
- Trained and mentored new joiners, boosting productivity and reducing ramp-up time.

Premium Chat Support Engineer – HP Inc.

May 2016 – June 2019

- Delivered Tier 2 technical support for NA/EMEA customers, specializing in real-time troubleshooting and escalations.

- Built a support dashboard (HTML, CSS, JavaScript) to streamline process updates and contact references, reducing response time for agents.
- Acted as floor support for live issue resolution and knowledge sharing.

Technical Support Engineer – HP Inc.

Dec 2010 – May 2016

- Managed repair processes, spare parts ordering, and case follow-ups for global customers.
- Provided backend support to agents using SR Dash tool, ensuring accurate case handling and faster turnaround.

Technical Support Engineer – E4e Global Solutions

Jan 2006 – Oct 2008, May 2010 – Oct 2010

- Delivered technical support for consumer clients, handling troubleshooting, issue resolution, and service coordination.

Technical Support Engineer – Decho Corp.

Nov 2008 – Jan 2010

- Provided customer and technical support for storage solutions, ensuring smooth operations and client satisfaction.

Academic & Training Projects:

Academic & Training Projects

(Developed as part of training courses, self-learning, or internal initiatives – not professional software development roles)

- Internal Web Portal – HP Inc.
Designed and maintained a portal using HTML, CSS, and JavaScript to provide real-time metrics and centralized process documentation. Improved accessibility and reduced manual tracking for a 25-member team.
Technologies: HTML, CSS, JavaScript
- Support Dashboard – HP Inc.
Built an interactive dashboard for support engineers to access updates and contacts, reducing response time and enhancing knowledge availability.
Technologies: HTML, CSS, JavaScript
- Employee Management System
Developed a role-based employee management system with CRUD functionality and backend integration.
Technologies: Java, JSP, Servlets, MySQL, HTML, CSS
- Banking Application (CLI)
Built a command-line banking system with deposit, withdrawal, and transfer operations, using JSON for data persistence.
Technologies: Python
- Konkan Railway Ticket Reservation System (Diploma Project)
Designed a basic web-based ticket reservation prototype with booking and search features.
Technologies: HTML, Microsoft Access, VBScript

Technical Skills:**Technical Skills & Tools:**

Professional Tools & Experience: Customer Escalations, Technical Support, MS Excel, Internal HTML/CSS Tools, Team Management

Programming Languages: Java, Python, C#

Front-End Development: HTML, CSS, JavaScript, React.js

Back-End Development: Django, Spring Boot, .NET (C#)

Databases: Oracle SQL, MySQL, Microsoft Access

Other Skills: Git, JSON, REST APIs, CRUD Operations, Agile Methodologies

Achievements:

- Customer Obsession ACE'd Award – FY'23
- Performer Awards – FY'19, FY'21, FY'22
- Tech Star Award – FY'17
- Rock Star Awards – FY'17–FY'19