

## VIVEK KUMAR JHA

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- [https://vivekjha93.github.io/vivekjha\\_portfolio/](https://vivekjha93.github.io/vivekjha_portfolio/)
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### CAREER OBJECTIVE

Aspiring Full Stack Developer with 5+ years of IT support experience and recent hands-on training in frontend, backend, and SQL technologies. Seeking to transition into a developer role where I can apply my strong problem-solving skills and technical foundation to build scalable web applications.

### SKILLS SUMMARY

React.js | Django | Python | SQL | HTML | JavaScript | MongoDB | Git | VS Code

### TECHNICAL SKILLS

Frontend: HTML, CSS, JavaScript, React.js

Backend: Python, Django, Node.js

Database: MySQL, MongoDB

Tools: Git, VS Code

Networking: TCP/IP, DHCP, VPN, LAN/WAN

Others: REST APIs, JSON, CRUD operations

### PROJECTS

#### 🔗 Portfolio – A Personal Portfolio Website

- Designed and developed a responsive personal portfolio website to showcase my skills, projects, and certifications.
- Implemented HTML, CSS, JavaScript, React, Tailwind for frontend development.
- Integrated dark mode toggle, contact form with email response, and SEO optimization.
- Deployed the website using GitHub Pages

#### 🔗 MakemyChai – A Fast Food & Cafe Business Website

- Designed and developed a fully responsive website for a local cafe.
- Included menu sections, contact page, Google Maps integration.
- Hosted live using Hostinger (makemychai.in)

Tech Stack: HTML, CSS, JavaScript

#### ✂ Customer Management System (CRM Tools)

- Created a dashboard to add, edit, delete, and search Customer records.
- Integrated authentication and role-based access.

Tech Stack: React.js, Django, MySQL

## CERTIFICATIONS

Python Full Stack Developer – Ducat Training Institute (Feb 2024 – Mar 2025)

## EDUCATION

B.Tech – Electronics & Communication Engineering

Dr. A. P. J. Abdul Kalam Technical University, 2012–2016

## WORK EXPERIENCE

**Tech Mahindra – Technical Support Lead (Client: Flipkart, Bharti Airtel) | Jun 2019 – Jan 2024**

- Diagnosed software, hardware, and networking issues for 1000+ users.
- Led a team and maintained issue-tracking systems.
- Documented resolutions and trained junior staff.
- Worked closely with Dev/Infra teams — built strong technical foundation.

**Digitide Business Solutions – Swipe Network Specialist & CRM (Client: BharatPe) | Jun 2024 – Present**

- **Maintained and supported Swipe POS devices** while ensuring seamless frontend integration with merchant dashboards and web portals.
- **Developed responsive UI interfaces** using HTML, CSS, and JavaScript to display swipe transaction data and CRM analytics in real-time.
- **Integrated frontend systems with CRM and swipe device APIs**, enabling smooth data flow and better customer tracking.
- **Collaborated with backend teams** to troubleshoot swipe device network errors and reflected updates instantly on the user interface.

## STRENGTHS

- Strong logical & analytical thinking
- Self-motivated & quick learner
- Team player with leadership experience