Suraj Vishwakarma

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SKILLS

- Web Design
- HTML
- Python
- Communication Skills
- Teamwork
- Problem Solving

PROJECT

- Restaurant Booking and Ordering System
- Business Webpage for Small Enterprises
- Food Order Web App

LANGUAGES

- English
- Hindi
- Marathi

HOBBIES

- Photography
- Web Design
- Travels
- Sketching

SUMMARY

Motivated and adaptable Full Stack Web Developer with hands-on experience in designing and building web applications. Transitioning from an Operations Helpdesk Executive role where problem-solving, technical troubleshooting, and client communication were key. Seeking to leverage strong analytical skills and technical expertise in a dynamic development environment.

EXPERIENCE

Hitachi Payments Services

- February 2022 – March 2023.
- Bhayandar West, Mumbai, Maharashtra
- Operation Helpdesk Executive
- My responsibilities as a helpdesk executive sound crucial in ensuring the smooth operation of ATMs. Here's a clear breakdown of your tasks based on your description:

- Follow-Up with Custodians and Engineers:
  •Ensure timely coordination with custodians and engineers to attend ATM sites and resolve issues promptly.
  •Keep track of progress and follow up to ensure timely resolution.

- Support Engineers with Technical Issues:
  •Assist engineers in diagnosing and resolving network-related problems.
  •Provide support for switch-related issues (e.g., ATM network switches or connections).

- Communicate with the Bank:
  •Serve as a point of contact between the bank and the service team for any ATM-related issues.
  •Ensure clear and timely communication to address the bank's concerns.

EDUCATION

Ghanshyamdas Saraf College

Master of Commerce (M.Com)

Malad West, Mumbai – Passing Year 2024

Full Stack Web Development Course *(Ongoing)*

LiveTechIndia Institute - Andheri west, Mumbai

(Expected Completion: [April-2025])

Relevant Skills:

- Frontend: HTML, CSS, JavaScript, Angular ReactJS
- Backend: Node.js, Express.js
- Databases: MongoDB, MySQL