YACHANA

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Portfolio Link 1- https://epic-davinci-ecc98b.netlify.app Portfolio Link 2-https://yachana-web-developer.netlify.app/

Professional Summary:

Motivated and detail-oriented IT postgraduate in web development with over 3+ years of experience in developing front-end/web applications and client facing/support. Open to IT roles across various sectors, with a strong commitment to contributing effectively and expanding technical capabilities, contributing to organizational success and grow in dynamic, fast-paced environment.

Skills and Expertise:

HTML5, CSS3, JS, JQUERY, Python, Anaconda, Bootstrap, React.js, Unix/Linux, Gitbash, GitHub, BitBucket, MySQL, MongoDB, Firebase, Wordpress, Material UI, Adobe Photoshop, MS office, JIRA, VS Code, Machine Learning, Data Analysis, Numpy, Pandas, Scikit-learn, Deep Learning, Generative AI, LangChain, LLMs, Active listening, problem-solving, conflict resolution.

Work Experience

Krish Naik Academy - Data Science & GenAI Trainee   **March 2025 - Present**
- Learning core concepts of Python, NumPy, Pandas, Scikit-learn, and deep learning frameworks
- Building end-to-end ML projects and working with real-world datasets
- Exploring Generative AI tools such as LangChain, HuggingFace Transformers, and LLM applications
- Gaining exposure to cloud deployment and model interpretability

Bell Canada – Technical Support Agent   **May 2024 - Present**
North York, ON
- Provided Tier1 technical support to Bell customers for internet, TV and mobility services.
- Diagnosed and resolved hardware software, network, and connectivity issues efficiently while maintaining high customer satisfaction.
- Guided customers through troubleshooting steps for modern/router setup, resetting devices and configuration settings.
- Utilized internal tools and CRM systems to log tickets and track issue resolution.
- Escalated unresolved or complex issues to Tier 2 or technical engineering teams when necessary.
- Followed standard operating procedures and maintained adherence to service-level agreements.

Paradigm Health – React Developer   **Dec 2022 – Feb 2024**
Florida,USA
- Role of Front-end Engineer to modernize legacy implementation from jQuery to React framework
- Used Scrum Agile methodology(daily scrum meeting, planning poker, sprint backlog and one on one meeting)
- Created the global state in the web application using Redux Dependency as a common storage
- Used React Js in the development of the web application to bind the data/model that is being retrieved from a database through services provided in a controller to the view using scope
- RESTful API's to communicate with the server
- Designed visual imagery for websites and ensured that they are in line with branding for clients
- Implemented client-side Interface using React Js
- Worked with React Js components, Forms, Events, Keys, Routers, Animations and Flux concept
- Build React components and stand-alone functions to be added to any future pages
- Made web application more convenient by using formik, React-Select(for form and validation) and Transition-group(for little animation on some components)
- Extensively used SASS (Syntactically awesome style sheets) while styling with CSS3
- Used Firebug and Chrome Developer Tools for debugging and for element styling
- Extensively used Git for version controlling and regularly pushed the code to GitHub
- Made the application responsive using Bootstrap and CSS Media Queries

Bell Canada – Technical Support Specialist   **Oct 2020 – Nov 2022**
North York, ON
- Educated customers on Bell services, packages, and self-service tools to minimize future support needs.
- Participated in training sessions and knowledge-sharing initiatives to stay updated on new technologies and products.
- Provided Tier1 technical support to Bell customers for internet, TV and mobility services.
- Diagnosed and resolved hardware software, network, and connectivity issues efficiently while maintaining high customer satisfaction.
- Guided customers through troubleshooting steps for modern/router setup, resetting devices and configuration settings.
- Maintained a high first-call resolution rate and contributed to customer satisfaction targets.
- Adhered to Bell's privacy, compliance and quality assurance standards during all interactions.

EdgeInfoTech – Web Developer   **Aug 2017 –April 2019**
New Delhi,India
- Worked with React.js, ES6 to create component based interactive front-end user interface
- Work closely with Product and UX to ensure that UI meets aesthetic and functional requirements
- Deeply Understanding and hands-on experience using Async, Await, and Promises

- Coded extensively using JavaScript MVC Framework to make a rich internet web application for a Single page app
- Build Single Page Applications (SPAs) and PWA using react, redux, and JavaScript (ES6) with backward
- Used React JS for templating for faster compilation and developing reusable components
- Hands on practice with Node.js and Express to create effective backend for website
- Worked with multiple teams to ensure functionalities are consistent throughout the application

Appin Technology – Web Developer (Internship)   **Aug 2016-April 2017**
New Delhi,India
- Answering coming calls to offer clients telecommunication solutions
- Learnt the basics of Object-Oriented Programming and created a project in PHP, HTML, CSS by integrating with MYSQL and oracle database
- Learnt about functionality of authentication, sessions, cookies
- Conceptualizing creative ideas with clients and creating web application template using adobe Photoshop
- Preparing design plans and presenting the website structure
- Slice PSD to HTML using HTML and CSS
- Learnt to create responsive layout to fit in any size of screen and used javascript for the functionality of website
- Build responsive websites using bootstrap and material UI
- Created functional websites with the use of Javascript and JQuery

Projects:

Project Name	MW Cars	COVID-19	ZANGO
Technology Used	MEAN STACK	D3.JS Library	HTML, CSS, JS, JQUERY, AJAX, JSON
Description	Developed web application which is used to showcase car models available from database(Mongo DB) and on request various CRUD operations can be performed for SPA application	Dashboard which is used to visualize data set containing statistics on COVID-19 with some of the graphs displaying most effected and least affected countries	Zango is an online gifting platform, providing you the comprehensive range of the lovely cakes, exotic and some other adorable gifts to make your every celebration, a memorable one
GitHub and Live Link	https://github.com/yachnamahajan24/MW-Cars	https://github.com/yachnamahajan24/COVID-19 https://covid-analysis-2019ya.netlify.app/	https://github.com/yachnamahajan24/Winni https://zango-cakesandchoc-2019ya.netlify.app/

Education
- Conestoga College, Kitchener, ON **(Web Design and Development)**   **May 2019-Aug 2020**
- Guru Nanak Dev University, India **(Computer Science and Engineering)**   **Aug 2014-May 2016**
- GIMET, India **(Computer Science and Engineering)**   **Aug 2010-May 2014**
- **Concentration 1:** Software Development **Concentration 2:** Web Development **Concentration 3:** Python Programming
- **Courses:** Introduction to computer science, Data Structures and algorithms, Web Development (HTML,CSS, JS, React), Python, Data science, API Integration and development, Version control (Git and GitHub), Machine Learning.

Certifications and Publication:
- Yachana "A Trustworthy System for secure access to patient centric sensitive information", Telematics and informatics, **ElsevierLtd.IndexedinSCI,Thomson Reuters. (Impact Factor: 3.34), DOI:**http://dx.doi.org/10.1016/j.tele.2017.09.008.
- IBM-DB2 Academic Associate:DB2 Database and application fundamentals
- JavaScript certification from code with mosh