YACHANA

[yachanamahajan24@gmail.com ||](mailto:yachanamahajan24@gmail.com%20||) 647-960-4506 || <https://www.linkedin.com/in/yachana-yachana-80931a120/>

**Portfolio Link 1-** <https://epic-davinci-ecc98b.netlify.app>

# Professional Summary:

Motivated and detail-oriented IT postgraduate in web development with over 3+ yearsof 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.](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