

Yash Haldiya

Software Engineer

Results-driven Software Engineer with experience in developing and implementing scalable software solutions. Proven track record of delivering high-quality code on time and within budget. Seeking to leverage my technical skills and strong problem-solving abilities to contribute to the success of a dynamic and innovative company.

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Jaipur

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WORK EXPERIENCE

Customer Service Associate Amazon Development Center

06/2019 - 09/2020

Jaipur, INDIA

Achievements/Tasks

- Responded to customer inquiries, effectively resolving customer issues with compassion and due diligence.

Resolution Specialist Amazon Development Center

09/2020 - 01/2023

Jaipur, INDIA

Achievements/Tasks

- Accurate and suitable information, **analyze, debug and resolve complicated challenges** of internal and external customers.
- Handling transactional **back office issues** and escalating troubleshoot cases to relevant departments.

Software Engineer Appgallop Pvt. Ltd.

02/2023 - 08/2023

Jaipur, INDIA

Provides SAS for management of sales, invoice and other operational functions

Achievements/Tasks

- Developed web applications using **HTML, CSS, JavaScript and Java**, and created comprehensive user documentation with Visual Studio.
- Improved code structure and performance by **20%** while reducing hardware costs by **7%** and decreasing bug rate by **25%**.
- Proactively **identified and resolved** application issues promptly, ensuring **minimal downtime** and uninterrupted workflow.
- Actively engaged in the entire software development lifecycle, encompassing requirements **gathering, design, development, testing, and deployment**.

Contact : Ajay Swami (Team Leader) - 9828621821

EDUCATION

Bachelors in Computer Application University of Rajasthan

2016 - 2019

71%

Senior Secondary Education St. Edmund's School

2015 - 2016

75.8%

SKILLS

Communication Skills

Excel

MySQL

JAVA

HTML 5

Javascript

jQuery/Ajax

JFROG

Linux

BitBucket

React

PROJECTS

Tic Tac Toe (11/2023 - 11/2023)

- React App for tic-tac-toe game

Image Carousel (11/2023 - 11/2023)

- React App for Image carousel for headers on webapp

Weather App (12/2023 - 12/2023)

- React App for searching weather of a city/town

Jio Business Marketplace (02/2023 - 08/2023)

- UI and back-end management with creation of third party API.
- HTML, JS, AJAX used to make project success.

DART Resources (09/2021 - 01/2023)

- An internal webpage with all centralized information and resources.
- Involves usage of HTML codes, macros, spreadsheets, and data management.

Mini Knowledge Center (06/2019 - 07/2019)

- Short version of commonly used site Knowledge Center (KC) with most important and frequently used resources.
- The project helped tenure associates and trainers while creating modules.

ACHIEVEMENTS

Certificate of Recognition (06/2023)

For contributions to JioCloud Go Live and GA projects

Customer Obsession Award (2019)

In Recognition of my contributions and continued work as an exceptional performer in strengthening the workplace.

Trainee of the Batch (2019)

For astonishing performance among new hired associates

INTERESTS

Blogging

Solo Rides

Manga & Anime

Storytelling