

Mrinal

Software Developer

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EDUCATION

- **Gandhi Institute for Technological Advancement** Bhubaneswar, IN
Bachelor of Technology in Electronics and Communication; CGPA: 7 Aug 2016 – Dec 2020

EXPERIENCE

- **MoreTasks** Gurgaon, IN
Customer Experience Expert Mar 2022 – Present
 - Assist **Tiqets** customer, facing issues over the products on client applications.
 - Used **CRM** for fetching various details to check and resolve issues.
 - I possess excellent problem-solving skills and can quickly diagnose and resolve issues with the database systems.
- **Akal Information Systems Ltd.** Mysore, IN
Support Engineer Jan 2022 – Sept 2022
 - Assist **Wipro** employees, on facing technical issues over the various client applications.
 - Used **SAP** for fetching various details to check and solve issues.
 - As a **Technical Support Engineer** for Wipro, with the designation of **SQL Administrator**, my primary responsibility would be to provide technical support to clients with regard to SQL database systems.
- **Tech Mahindra Ltd.** Noida, IN
Customer Service Associate Mar 2021 – Jul 2021
 - As a **Customer Service Associate** at **Flipkart**, my primary responsibility would be to provide exceptional support to customers through various channels such as phone, email, chat and social media.
 - I would be expected to resolve customer queries, complaints and concerns in a timely and efficient manner, while maintaining a high level of customer satisfaction.

INTERNSHIP AND CERTIFICATIONS

QSpider

Feb 2022

- Full Stack Web Development along with Problem Solving.
- Technical Stack learned: React.js, HTML, CSS, JavaScript, Node.js, Bootstrap and Git.
- Participated in various coding contests organized by the platform.
- Worked on various projects like Portfolio Profile, Internet Speed Meter, TextUtils.

PROJECTS

- **INTERNET SPEED METER [Link](#)** *Aug 2022*
 - Calculator web application, where users can perform and check the current internet speed.
 - Learning: HTML, CSS, JavaScript, GitHub.

- **TextUtils [Link](#)** *Oct 2022*
 - A web tool to assist developers and other people in daily tasks by providing tools for manipulating text data.
 - Learning: HTML, CSS, JavaScript, React.js, GitHub.

- **BODY MASS INDEX CALCULATOR [Link](#)** *Dec 2022*
 - Calculator web application, where users can check the body mass index.
 - Learning: HTML, CSS, JavaScript, React.js, GitHub.

TECHNICAL SKILLS

- **Experienced Software Developer with excellent knowledge of React.js, Javascript.**
- **Hands on Experience in developing applications with React, Javascript, HTML and CSS.**
- **Design and develop web components and its functionality as per design on Figma.**
- **Hands on Experience in designing web application.**
- **Experience programming in Core JAVA/J2EE.**

HONORS AND AWARDS

- Participated in the “Network Management Program” organised by Nettech at IIT- KGP in 2017.

ADDITIONAL INFORMATION

- **Languages:** Hindi (Native), English (Professional).
- **Interests:** Reading Books, Cooking.