S DIVYA NAGASHREE

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EDUCATION

KLE Institute of Technology, Hubli
Bachelors of Engineering in Computer Science
- Aggregate: BE- 66.95%.
- Aggregate PUC- 84.14%
- GPA 10th- 9 CGPA

WORK EXPERIENCE

Amazon, India.   **Bengaluru**
Sr. SPS Associate, for North America and Europe   *Joined: Jan 2021- Current*
- Demonstrated end-to-end ownership of every seller interaction, as well as provided strategic issue resolution and outstanding seller assistance via emails. Demonstrated effective, clear and professional written and oral communication.
- Able to maintain a positive and professional demeanor at all times, skillfully managing delicate topics and showing the company in a positive light.
- Exhibited strong time management abilities as well as the ability to work autonomously while utilizing departmental resources, regulations, and procedures
- Achieved acceptable performance metrics such as quality, productivity, first contact resolution, and attendance.
- Contributed to a positive team environment and aided team members with difficult contacts as needed in a team size of 17 members.
- Actively researched solutions through logical reasoning and data interpretation skills and identifies trends to appropriate channels including improvement suggestions.
- Handled over 25+ contacts a day, which is above the average contacts handled by our team while maintaining the metrics. Resolved about 80 to 300 FXN cases per day.
- Worked over time, i.e, 11 hours on a weekend and 2 hours on a weekday whenever there was any business requirement
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- Assisted multiple sellers from North America and Europe marketplaces using the SOPS, help pages and other resources available, efficiently.
- Exhibited amazing researching abilities and had to dive deep to resolve certain complex cases.
- Provided excellent support and collaborated with external teams through emails regarding seller's queries on backend tools, payments, reimbursements, orders, refunds, etc.

CERTIFICATIONS AND ACADEMIC ACTIVITIES

- **Academic Projects Undertaken:**
  - Major Project:
  Title: "Digital Library System Management"
  Description: This project provides the best user graphical interface and updated technical support for the management of all library records.Title: "Object Dynamics"

  - Mini Project:
  Description: The project demonstrates efficiently the rotation of objects by using appropriate OpenGL functions.

  - Self Made Project:
  Title: TicTacToe Game
  Description: Developed the well-known tic-tac-toe game with a great user interface while considering all use cases.
  Skills: HTML, CSS, JavaScript, ReactJS, and dependencies like Toastify, Bootstrap, and React Icons were used.

○ Self Made Project:
Title: Personal Portfolio Webpage
Description: Developed a user friendly, responsive and impressive portfolio website upgrading my skills in HTML, CSS, JavaScript and dependencies like Bootstrap.

Related Links:
GITHUB link: https://github.com/divyanagashree/Portfolio
Link to Portfolio website: https://hilarious-truffle-f5b646.netlify.app/
Link to Weather App: https://app.netlify.com/sites/moonlit-semifreddo-cbf98c/
Link to TicTacToe App: https://app.netlify.com/sites/comforting-dieffenbachia-dc10a8/

- **Course Relevant Certifications:**

  ○ Website: Udemy
    ■ After completing the Microsoft Excel - From Beginner to Expert course on Udemy, I have strong command over the following concepts:
      - Filtering and sorting of data
      - Capturing and recording important data
      - Using shortcuts and formula functions
      - Building charts and graphs
      - Sorting and filtering data
      - Utilizing pivot tables

  ○ Company Name: Goldman Sachs
    ■ Virtual Experience Program Participant: Participated in the open access GOLDMAN SACHS Virtual Experience Program with InsideSherpa. Completed the task to crack passwords using tools and resources and suggest ways to secure password authenticity.

  ○ Company Name: Accenture
    ■ Virtual Experience Program Participant: Participated in the open access Accenture Developer Program with InsideSherpa. Completed practical tasks modules in:
      - Define Technical requirements
      - Design changes to an existing architecture
      - Scale on-premise system infrastructure to the cloud
      - Reading and understanding the code
      - Debugging algorithms
      - Unit testing
      - User Acceptance Testing-UAT
      - Security maturity assessment
      - Securing software development life cycle- SDLC
      - Shaping the problem
      - Data and Privacy

  ○ Company Name: ABC Institute of Technology
    ■ Secured training on Java and Software testing from the Institute from Nov 2018 to Jan 2019

  ○ Front End Development Course (includes Javascript, nodeJs, ReactJs, HTML, CSS and Bootstrap) by Relevel-Unacademy.

SUMMARY

Motivated and self-taught individual with a background in [non-technical domain] seeking to transition to a career in web development. Recently completed an online course in frontend development using skills Javascript, HTML, CSS, Bootstrap, ReactJS and more dependencies and frameworks and developed two personal projects (1. A personal portfolio website. 2. Tic Tac Toe web application) to gain hands-on experience in HTML, CSS, JavaScript, and ReactJS. Strongly committed to learning and applying new skills in a professional setting to create high-quality web applications that solve real-world problems.

SKILLS and INTERESTS

Skills:

- Proficient in HTML, CSS, JavaScript, SQL bootstrap, ReactJS, Node.js, Microsoft Office and MS Excel.
- Understanding of widely known programming languages such as Core Java, C++ and C.
- Experience in building responsive websites and web applications using ReactJS
- Familiarity with Git and version control systems
- Understanding of web development best practices, including accessibility, security, and SEO
- Strong problem-solving and analytical skills
- Excellent attention to detail. Willingness to learn

Interests: Developing websites using front end technologies, Managing and Analyzing data and getting into web development as a web developer. Looking to upgrade my knowledge using my willingness to learn and change domain to technical field to work for my passion.

Hereby, I declare that the above mentioned information is true to the best of my knowledge and belief.

Yours sincerely