

PRAFUL BASEWAR

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Summary

Versatile professional with expertise in Technical Support Engineering and Front End Web Development. Excel at diagnosing technical issues, delivering exceptional client service, and crafting engaging user experiences. Proficient in HTML, CSS, JavaScript, Bootstrap and Reactjs, with a commitment to staying updated on emerging technologies. Adept at problem-solving under pressure and exceeding expectations to drive business success.

Skill Highlights

- HTML, CSS, JS, Bootstrap, Scss, LESS, DOM, JSON, ReactJs.
- MS SQL, IIS, Product Deployment. Google Analytics 4, Google Tag Manager.
- Figma, Adobe XD, Photoshop, Pixlr, Canva.
- Boomi, WordPress, SEO, Screaming Frog, ADA Compliance, Wave Tool.

Experience (3 Years)

Technical Support Engineer – 03/04/2023 to Present

HIPAAAS INFOTECH, PUNE.

Dealerpaas ,MolinaHealthcare

Responsibilities

- Diagnosed and resolved hardware, software, and network issues for clients, utilizing troubleshooting techniques and diagnostic tools.
- Monitored systems for errors and anomalies, proactively addressing issues to prevent disruptions in client operations.
- Escalated complex technical issues to appropriate internal teams for further investigation and resolution, ensuring timely resolution of critical issues.
- Debugging and Troubleshooting: Identify and resolve front-end issues using browser developer tools, debugging techniques, and code validation tools to ensure a smooth user experience.
- Collaborated with cross-functional teams to identify and implement process improvements for enhanced customer support, resulting in increased efficiency and productivity.
- Assisted in the testing and validation of new software releases and updates, ensuring smooth implementation and minimal disruption to client operations.
- Providing user training and guidance on software and hardware usage to empower clients and enhance their overall experience.

UI Developer– 07/06/2021 to 31/03/2023

NIVI SOLUTIONS LLC, NAGPUR.

Rogans Shoes , Equinavia ,ssales

Responsibilities :-

- Z node Platform (B2C | B2B) Key features of the platform will include a website that will allow the secure user access to a product catalogue categorized to allow for easy searching.
- Responsible for creating efficient design and developing User interaction Screens Using HTML, CSS, Bootstrap, and JavaScript.
- Work with backend developers to ensure systems are correctly being linked together, such as consuming an API. ASP.NET MVC, SQL Server, ElasticSearch.
- Complete the assigned tasks like new enhancements, UI fixing, unit testing, development and support along with proper documentation within timelines.
- Collaborating with backend developers to integrate UI components with server-side logic and database systems.
- Conducting thorough testing of UI components to identify and address any issues or bugs, ensuring a seamless user experience.

Education

B.E/ Computer Science and Engineering

Jhulelal Institute of Technology (Nagpur).

March 2017 – January 2020

%80.19.

Diploma/ Computer Engineering

Shri Krushnarao Pandav Polytechnic (Nagpur).

February 2014 – January 2017

%70.13

Co-Curricular Activities

- Participate in Overnight Coding Powered by **PERSISTENT**
- Worked as a coordinator in various technical and non-technical events under the department forum.
- Certification in Ethical Hacking Workshop and Python 3.4.3 Training.

Personal Details

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|-------------------------|-------------------------|
| 1. Date Of Birth | 07/08/1997 |
| 2. Nationality | INDIAN |
| 3. Languages | English, Hindi, Marathi |

Deceleration

I do hereby declare that all the information given above is true to the best of My knowledge and belief.

DATE:

PRAFUL P. BASEWAR

PLACE : NAGPUR