

Faarid Ahmad Zargar

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EDUCATION

JSSATE

Bachelor of Engineering, Information Science and Engineering

Bengaluru, India

Aug. 2019 – June 2023

Tyndale Biscoe School

High School Diploma

Srinagar, India

Jan. 2017 – Jan. 2019

EXPERIENCE

Services IT Development Program Senior Associate I

August 2023 – February 2024

NTT DATA

Bengaluru, KA

- Managed a high volume of customer issues, requests, and grievances through multiple communication channels, including inbound/outbound calls, chat, emails, and support tickets.
- Created and maintained documentation such as troubleshooting guides, and instructional materials to assist customers and support colleagues.
- Managing and prioritizing incidents according to their severity and impact on customers. This includes logging incidents, tracking progress, and ensuring timely resolution.
- Extensively utilized Microsoft's directory service, particularly in conjunction with Microsoft Entra ID for managing authentication and authorization mechanisms, ensuring secure access to critical systems and data while maintaining regulatory compliance.

Full stack Web Developer Intern

Sep. 2022 – Oct. 2022

Varcons Private Technology Ltd.

Bengaluru, KA

- Developed fully fledged functional website for the client.
- Designed web pages using HTML/CSS with javascript, used PHP and SQL for backend and database to collect and store data for user authentication

PROJECTS

LearnSphere | *Node.js, React, Next.js, Tailwind CSS, PostgreSQL, Express.js, Video.js, Git* Aug 2024 – Sept. 2024

- * Developed and designed a web application to deliver sequential training modules. Users must complete each module before advancing to the next. The application tracks the progress of users watching video content, ensuring they follow the intended sequence.
- * The application fetches video data from the database, ordering them sequentially. Videos are dynamically loaded using the useRouter from next/navigation for smooth navigation between modules.
- * Express.js provides a flexible and lightweight backend, allowing easy integration with PostgreSQL for handling user data and video progress.
- * User progress is tracked and stored in a PostgreSQL database. The backend ensures that progress is updated when a video is watched, and only completed modules unlock the next one.

Echoes | *Node.js, Express.js, EJS, HTML/CSS, Javascript, Postman, Git*

May 2018 – May 2020

- * Developed a Blogging Web App where users can create, edit, delete and bookmark blog posts
- * Designed Web Pages using HTML, CSS and EJS for templating HTML markup with JavaScript.
- * Implemented backend using Express.js.
- * Used POSTMAN for testing HTTP requests and inspecting responses.

TECHNICAL SKILLS

Languages: JavaScript, SQL (Postgres), Python, HTML/CSS, C++

Frameworks: React, Node.js, Tailwind CSS, Express.js, Next.js, Jest

Developer Tools: Git, VS Code, Postman

Libraries: Shadcn, DaisyUI