

Dhairya Kapadia

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EDUCATION

Mukesh Patel School of Technology, Mumbai

June 2023 *Bachelors of Technology - Information Technology* GPA 3.4/4

SKILLS

Stakeholder Management Requirements Gathering - JIRA UI/UX Design & Analysis Excel, basic SQL, Google Analytics Web Development, E-commerce Solutions & LMS AWS/ GCP Support HTML/CSS/Wordpress

EXPERIENCE

Learningmate Solutions, Mumbai — *Assoc. Software Engineer* May 2023 - PRESENT

- ❖ Managed relationships with non-technical stakeholders, effectively translating business needs in technical requirements and ensuring their timely resolution.
- ❖ Provided ongoing client support, troubleshooting issues in real-time and ensuring their alignment with business objectives.
- ❖ Facilitated communication between stakeholders and development teams to ensure project success. Led initiatives to streamline support request processes, enhancing efficiency, reducing response times, improving overall business operations.
- ❖ Identified and implemented cost-effective open-source solutions, contributing to faster project delivery and optimizing resource use.
- ❖ Contributed to UI/UX design, improving internal tools to enhance user workflows and save development resources.
- ❖ Analyzed and identified bugs in production environments, working with development teams to ensure prompt resolution while keeping business priorities in focus.
- ❖ Identified performance gaps and opportunities for improvement, resulting in significant cost savings system performance enhancements.

PromoDome Digital, Mumbai — *Web Developer Intern* April 2022 - July 2022

- ❖ Enhanced development processes, contributing to increased operational efficiency and alignment with business strategies.
- ❖ Developed websites with a focus on meeting client business objectives, delivering complete solutions aligned with user needs.
- ❖ Provided ongoing technical support and solutions, ensuring that client issues were resolved in line with their business goals.

PromoDome Digital, Mumbai — *Web Developer Intern* Nov 2021 - Feb 2022

- ❖ Contributed to frontend and backend development, focusing on aligning user experience with business goals.
- ❖ Managed e-commerce platforms (Shopify), ensuring business functionality was maintained and improved based on client needs.

Freelance — *Web Development* April 2022 - May 2023

- ❖ Revamped client websites, delivering improved UI/UX to better align with business objectives and enhance user experience.
- ❖ Implemented backend APIs for e-commerce websites. ❖ Revamped customer website with the new UI.