

Dev Ashish Yadav

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UI Developer | Frontend & Application Developer

Professional Summary

Detail-oriented professional with 5+ years of experience across customer support, technical support, and digital platforms. Transitioning into UI Development with hands-on experience in building responsive web applications, frontend interfaces, and integrating backend logic. Strong problem-solving mindset with proven ability to handle international clients and deliver high-quality solutions.

Technical Skills

HTML, CSS, JavaScript, Responsive Design, UI Development, Frontend Development, Basic Backend Integration, API Handling, Git (Basic), Debugging

Professional Skills

Customer Support, Technical Troubleshooting, Communication, Project Coordination, Problem Solving

Work Experience

Concentrix – Customer Support Associate (2 Years)

- Handled international customer queries via voice and chat support
- Maintained high CSAT scores by resolving issues efficiently
- Developed strong communication and problem-solving skills

Tech Mahindra – Technical Support Executive (2 Years)

- Provided technical troubleshooting for global clients
- Diagnosed and resolved software and system-related issues
- Ensured timely resolution and adherence to SLAs

Teleperformance – Social Media & Technical Support (1 Year)

- Managed platform-related technical issues and moderation tasks
- Worked on specialized technical workflows and processes
- Improved operational efficiency through structured issue handling

Projects

- Built responsive UI pages and complete web applications using HTML, CSS, and JavaScript
- Developed frontend and basic backend integrated applications
- Completed J.P. Morgan Quantitative Research Virtual Experience (Forage) involving data analysis and financial problem-solving

Certifications

- J.P. Morgan Quantitative Research Virtual Experience (Forage)
- Project Management Certification

Additional Information

- Experience working in multinational environments
- Strong adaptability and continuous learning mindset
- Actively seeking UI Developer / Frontend Developer opportunities