

KIRAN UTTARKAR

WEB DEVELOPER



PERSONAL DETAILS

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[LINKEDIN](#) | [GITHUB](#) | [PORTFOLIO](#)



EDUCATION

CERTIFICATE IN FULL-STACK WEB DEVELOPMENT (UCF) University of Central Florida – 2017

MS-CIT (MAHARASHTRA STATE-CERTIFICATE IN INFORMATION TECHNOLOGY)

Maharashtra State — 2009

MASTERS OF ARTS DEGREE (ENGLISH LITERATURE)

Dayanand College of Arts — 2002

BACHELOR OF ARTS DEGREE (HUMANITIES)

Dayanand College of Arts — 2000



SKILLS

• JavaScript / ES6	• Bootstrap
• Node.js	• jQuery
• HTML & CSS	• MySQL
• React.js	• Handlebars
• Angular	• Python
• MongoDB	• Customer Service
• Technical Support	• Firebase
• Teamwork	• Problem Solving
• Mongoose	• Outlook, Excel, Word
• Hardware Support	• Git / CLI



EXPERIENCE

TECHNICAL SUPPORT, Oracle

Orlando, FL — 2016 – Present

- Provided level two support including problem resolution within published goals using the Knowledge Base, writing product documentation, using Web Resources, Lab Testing, etc. to resolve issues and fix bugs.
- Provided guidance and real time resolution on a wide range of technical and non-technical customer issues including, but not limited to: product compatibility, configuration, and license reconciliation, support entitlements, etc.
- Analyzed the hardware or software problems and wrote case notes in the case tracking system.

TECHNICAL SUPPORT, Infosys

Pune Area, India — 2011 – 2015

- Resolved internal and external Cisco's issues, through "Cisco Commerce Work-space" website.
- Verified and resolved configuration, order total, billing and ship-to issues in orders submitted online.

Accomplishments:

- Recognized and certified for maintaining optimum quality and productivity.
- Received spot awards for providing optimum productivity.



LANGUAGES

- English
- Hindi
- Marathi