

Harveen Gosal

Web Developer



Profile

6 years experience working independently and with teams in fast pace production environments, creating websites and services for clients to achieve client retention, and increase company revenue. A highly dedicated, punctilious and creative individual, known in prior roles to achieve highest production rate of websites, maintain client satisfaction and team morale.

Contact

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Core Skills

- HTML, CSS, SCSS, jQuery
- Adobe Creative Suite
- Audit and quality assurance
- Agile Scrum
- Client focused / resolution

Education & Qualifications

- Columbia College
Interactive Arts BA (Honors)
- St Pauls Catholic College (UK)
GCSE & A Level Degree
- Guardian Newspaper Intern (UK)

Involvement

- Volunteer in soup kitchens and food packaging
- VP of Social Media for National Society of Collegiate Scholars Columbia College
- Volunteer at local housing companies in the administrative department (UK)
- Participated and raised money for cancer research UK 5K walk

Professional Experience

California Public Utilities Commission Sacramento, CA
(Office/Remote) Jan 2021- Present
IT Specialist

Resolved client incidents or requests.

- Troubleshoot, tracked, and conducted root cause analysis of system/program/database.
- Managed security, administered accounts and permissions and investigated security incidents.
- Developed plans to execute IT systems relating to design, coding, and testing.
- Designed, developed, and coded software components and services using industry standards and methodologies.
- Consulted with stakeholders to identify, document, and analyze business processes, problems, and requirements.

Dealer Inspire / CARS.com Aurora, IL / Riverside, CA
(Office / Remote) 2017- Dec 2020
Front End Developer

Responsible for building websites with front end development team for car dealership clients. Managed client requests and revisions on sites, and assisted in quality control ticket completion.

- Exceeded number of site builds amongst developers on the team, ranking at 108 sites in the year.
- Worked with front end development team to break record of number of sites built and live within a month span.
- Managed team production builds and site delegation in order to complete projects in the timeframe.
- Trained two new developers on the company platform, custom functions, sass and jQuery.
- Volunteered to mentor high school and college students, and have them shadow me for the day, teaching code and answering career path questions.
- Received high evaluation of great team morale, with lowest client revision percentage rate, and highest website production rate in the team.
- Implemented custom client requests and custom solutions to solve issues on both websites and the platform.

Bespoken Management Chicago, IL
Aug 2015 - April 2016
Front End Developer

Oversaw production of websites from initial wireframe stage to completion, client meetings and site testing. Assisted CTO with company platform creation and branding.

- Constructed pixel perfect wireframes and high res mockup compositions for the client, and streamlining the process for client retention and satisfaction.
- Integrated company marketing tools with websites to ensure content was relevant with high SEO ranking.
- Participated in client meetings to understand goals and objectives prior to starting the project.

Oranj Chicago, IL
2013-2014 / Jun 2015 - Aug 2015
Interactive Web Design Intern / Freelance Consultant

Assisted in the production of custom frontend designs for clients. Maintained regular updates of content for client satisfaction and implemented feature requests ensuring browser compatibility and cross-platform efficiency.

- Created weekly newsletter campaigns for new products, technology advice or company wide updates.
- Assisted in e-commerce segmentation platform for company website retail store.
- Collaborated on ideas and initiatives with CEO and senior management, and acted as communications liaison with outside vendors in order to complete project within SLA Timeframe.
- Performed technical investigations as necessary.

References available upon request