

A. Dwarakanath

Seeking a responsible job with an opportunity for professional challenges to be solved in an effective or creative manner.

Hyderabad, 500032

(+91) 8008844558

dwarakanath.akkala@gmail.com

EXPERIENCE

24-7 Intouch, Hyderabad — *eSupport Officer*

DECEMBER 2022 – PRESENT

- Working in 24-7 Intouch as eSupport Officer. It's a Technical Support role, wherein we directly have a conversation with the client customers for providing solutions and troubleshooting for the products.

I have contributed immensely by providing a great technical support to our Client Customers by resolving the problems within stipulated time. Our client is Samsung which is a well-known brand for making very good appliances. I also proactively made some sales which is not a requisite for my role and gone beyond expectation.

Sid's Farm, Hyderabad — *Product Manager Intern*

DECEMBER 2021 – MARCH 2022

- Worked in Sid's Farm Tech Team. It is a Dairy Farm Company which delivers 100% Pure Milk to their Customers.

My assigned responsibilities were to manage the Tech Team with all their work and operations. And also act as bridge between the Employees and the Tech Team where Employees come up with various Product Requirements for the Business Operations. I have created various templates like Use Case Template, Product Requirements Template as per our Business requirements which are used to create Feature Documentations for any Product requirement.

Also worked with Data Analytics Team for writing SQL Queries to retrieve specific data from the database. Maintained Message Service tools like Textlocal and SMS Country which are used to send OTP, Service related texts and promotional text SMS to the customers.

Techstasy Technologies, Panipat — *Front End Developer*

SEPTEMBER 2020 – MARCH 2021

- Worked in Techstasy Technologies as a Front End Developer. It's a client based Web Services Company.

I have contributed front-end for e-Commerce Shopping Web Application named Cypher which offers various fashion products especially Footwear using Angular 8.

SKILLS

- HTML / CSS
- JavaScript
- Responsive Design
- Testing and Debugging
- Back-end Basics
- Interpersonal
- Analytical
- SMS Services
- Product Requirement Documentation

PROGRAMMING LANGUAGES

- HTML5
- CSS, Bootstrap
- Angular 8
- React JS
- SQL
- C, C++
- R

HOBBIES

Listening Music, playing Badminton & Cricket, Gaming.

Talent Logic Info Services, Hyderabad — *Mean Stack Developer*

AUGUST 2019 – AUGUST 2020

- Worked in Talent Logic Developer's Team. Built a Website for Company Employees which is a platform for many important operations of the Company done by Recruiters, Clients, BDM's, Resource Managers.

I have contributed to the project by migrating the whole Web Application into Angular Version 8.0 Front-End Framework using .NET as Back-End which was formerly using .NET Framework.

EDUCATION

NIT Andhra Pradesh, Tadepalligudem — *B. Tech*

2015 – 2019

Bachelor's of Technology in Computer Science.

Sri Chaitanya Junior College, Hyderabad — *Intermediate*

2013 - 2015

Completed my Intermediate Education in Mathematics, Physics and Chemistry (M.P.C) with 83.2%

Brilliant Grammar High School, Hyderabad — *High School*

2013

Completed my Secondary School Education in BSEAP with CGPA 9.0/10

PROJECTS

- Dual Time Serving Attention for Image Captioning.
- Movie Success Prediction System.
- Hospital Management System.

Extra-Curricular Activities

- Training and Placement Student Co - Ordinator (2018 – 2019).
- Organized Gaming League in 2017.
- Class Representative for NIT AP CSE Department.
- Class Review Committee Member for NIT AP CSE.
- Stage Co - Ordinator for Vulcanzy, 2017