

Bonakurthi Hitesh

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SUMMARY

To secure a challenging position where I can leverage my technical skills, creativity, and dedication to contribute to innovative projects and support organizational success.

EXPERIENCE

Product Support Engineer

Exotel

August 2025 – Present, Bangalore

- Provided Tier 1 and Tier 2 technical support for Exotel's full suite of cloud communication products, including Voice APIs, Messaging APIs (SMS, WhatsApp), and the omnichannel contact center platform.
- Assisted enterprise clients with the successful integration of Exotel's APIs into their native applications, websites, and third-party CRMs, troubleshooting issues related to webhooks and API request/response protocols.
- Diagnosed and resolved customer-reported technical issues by analyzing system logs, call flow configurations, and API data to identify root causes and ensure minimal service disruption.
- Collaborated with senior engineers and the product management team to replicate, document, and escalate complex bugs, providing detailed technical feedback for resolution.
- Authored and updated technical documentation and articles for the internal knowledge base and customer-facing support portal, simplifying complex processes for users.
- Acted as the primary point of contact for clients, managing inbound support tickets and ensuring adherence to Service Level Agreements (SLAs) for response and resolution times.
- Guided customers through the configuration and troubleshooting of complex call flows using Exotel's builder, addressing issues related to call routing, recordings, and automated prompts.
- Analyzed call and message logs to investigate and resolve issues related to voice quality, call delivery (PSTN/VoIP), and SMS/WhatsApp message deliverability.
- Documented all customer interactions and technical investigation steps in the support ticketing system (e.g., Salesforce) to ensure continuity and effective case management.

L1 Support Intern

Turito

November 2024 – April 2025, Hyderabad

- Assisted in resolving Level 1 technical and non-technical queries for students, ensuring seamless learning experiences.
- Monitored and responded to support tickets promptly, maintaining high customer satisfaction levels.
- Provided initial troubleshooting for platform-related issues, escalating complex cases to the appropriate teams.
- Collaborated with cross-functional teams to address recurring issues and suggest process improvements.
- Guided users in navigating the platform effectively, enhancing user adoption and reducing service queries.

PROJECT

Web Application for IRCTC Food Pantry Car

Anurag University

- Engineered a web application for IRCTC Food Pantry Car that facilitated seamless meal ordering
- Integrated a user-friendly interface and real-time tracking system, boosting customer satisfaction scores.
- Devised a secure payment gateway within the web application, enhancing transactional safety and reducing payment-related issues
- Optimized backend processes using Node.js and MongoDB, which resulted in a 30% increase in system performance and handling capacity during peak hours.
- Engineered a dynamic web application enabling seamless meal ordering, achieving a 40% increase in order accuracy and reducing wait times by 25%.

Seed Mart

Anurag University

- Launched Seed Mart, an agricultural marketplace platform that connected over 500 farmers with buyers nationwide, enhancing market access and increasing transaction.
- Engineered an analytics feature for Seed Mart, providing farmers with insights on pricing trends, which increased average farmer revenue by 15% and improved decision-making capabilities.
- Spearheaded a marketing campaign for Seed Mart, resulting in a 40% increase in platform users within three months and fostering long-term partnerships with key agricultural stakeholders.

- Built a robust supply chain framework for Seed Mart, streamlining logistics and reducing delivery times by 25%, which significantly enhanced overall customer satisfaction.

Portfolio Website

hitesh9-portfolio.netlify.app/

- Built a portfolio website utilizing HTML, CSS, and JavaScript, showcasing a collection of professional projects.
- Showcases skills, projects, and experiences in an interactive and visually appealing way.

EDUCATION

Bachelor of Technology in Information Technology

Anurag University • Hyderabad • 2022-2025 • 8.17

Diploma in Computer Engineering

TKR College of Engineering and Technology • Hyderabad • 2019-2022 • 7.1

Secondary School Certificate

SR DIGI SCHOOL TELANGANA, HYDERABAD • HYDERABAD • 2019 • 8.8

CERTIFICATIONS

Internship Experience Certificate

Turito • 2025

Apply foundational UX concepts, like user-centered design, accessibility, and equity-focused design Conduct UX Research and Test Early Concepts

Coursera • 2024

Java Full Stack

Wipro Talentnext. • 2024

- Acquired hands-on expertise in Java, front-end, and back-end technologies
- Demonstrated a proactive approach to learning new tools and technologies, aligning with industry standards for full-stack development.

Foundation of User Experience (UX) Design

Coursera • 2023

- empathize with users, define pain points, ideate solutions, create wireframes and prototypes, test and iterate on designs.

Start the UX Design Process: Empathize, Define, and Ideate

Coursera • 2023

- Understand the basics of UX research, like planning research studies, conducting interviews and usability studies, and synthesizing research results.

Introduction to Front-End Development

Coursera • 2023

Programming with JavaScript

Coursera • 2023

AWARDS & HONORS

Best student Award(SR Digi School)

SR DIGI SCHOOL TELANGANA, HYDERABAD • 2019

First Place, School Fair [Sr Digi School, 2019] ->Recognized as the top project out of whole school.

SR DIGI SCHOOL TELANGANA, HYDERABAD • 2019

Selected for Interschool Competition [Science Fair]

SR DIGI SCHOOL TELANGANA, HYDERABAD • 2019

SKILLS

Java, Javascript, HTML, JQuery, CSS, Bootstrap, Reactjs, Nodejs, Express, Mongoose, MongoDB, UI, UI UX, Frontend, Wireframe, Wireframe Prototype, Mock Up

