Sangita Rawlo
Software Developer Engineer

Software Developer transitioning from a customer support background, leveraging strong problem-solving skills and technical expertise in software development, algorithms, and system design.

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Telangana, India

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WORK EXPERIENCE

Customer Assistant
Tech Mahindra / Hyderabad, India

08/2021 - 08/2022
Achievements/Tasks
- Provided customer support via email, chat, and social media platforms.
- Developed self-service documentation, reducing customer resolution time by 20%.
- Specialized in managing customer queries across various industries..

Title/Position
Workplace/Company

Customer Support Specialist
Sutherland global solutions / Hyderabad, India

01/2022 - 12/2023
Achievements/Tasks
- Delivered exceptional service by addressing customer queries efficiently.
- Achieved an 90% customer satisfaction rating by resolving queries efficiently.
- Represented the company in customer-facing roles, focusing on problem-solving.

EDUCATION

MSc Computer Science
Bhavans Vivekananda College

08/2023 - Present   Hyderabad, India

BSc Bachelor of Science
Bhavans Vivekananda College

06/2017 - 01/2020   Hyderabad, India
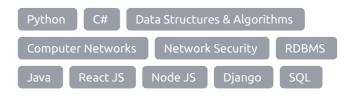
Intermediate
Narayana Junior College

06/2015 - 03/2017   Hyderabad, India

Matriculation
Kendriya Vidyalaya

06/2007 - 06/2015   Hyderabad, India

TECHNICAL SKILLS

Python · C# · Data Structures & Algorithms · Computer Networks · Network Security · RDBMS · Java · React JS · Node JS · Django · SQL

PERSONAL PROJECTS

Data Analysis with Pandas - python
- Analyzed datasets using Pandas, created visualizations with Matplotlib and Seaborn, and derived insights from data.

Task Manager Web App - React.js, Django, SQL
- Built a task management platform with features like task creation, updates, and role-based access.
- Designed a responsive UI and developed REST APIs for data interaction

To-Do List Application - Java
- Create a console-based application to manage tasks, allowing users to add, edit, and delete tasks.

E-Commerce Platform - React.js, Django, SQL
- Developed an e-commerce platform with features like product listing, cart, and checkout.
- Integrated secure authentication and intuitive frontend design.

Weather App - C# ASP.net
- Fetched and displayed weather data using APIs for various locations.

CERTIFICATES

NCC - C Certificate (08/2017 - 12/2020)
Demonstrated leadership and team skills through National Cadet Corps activities.

ORGANIZATIONS

The Shield (08/2023 - Present)
Self-Defense Trainer

LANGUAGES

English
Full Professional Proficiency

Hindi
Native or Bilingual Proficiency

Odiya
Native or Bilingual Proficiency

Telugu
Full Professional Proficiency