Polagouni Balakrishna
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WORK EXPERIENCE

- **Process Developer / Associate** *[Genpact, Hyderabad, India]*   *Oct 2022 - Present*
  - Handled technical support tickets related to DNS records, domain configurations, Microsoft Exchange setups, and SAS site builder via Jira and Salesforce..
  - Utilized **Azure AD and Microsoft Exchange Admin Center** to resolve user and mailbox-specific issues.
  - Managed **(cPanel, Plesk,VPS)**, hosting environments, assisting the L1 department with SSL installation and server stabilization. stabilization.
  - Used **Jira and Salesforce ticketing platforms** for efficient tracking and resolution of technical tickets.
  - Contributed to the design and development of an **internal Contest and Rewards Platform** dashboard using **React, Node.js, and Express.js,** enhancing employee engagement and performance recognition.
  - Deployed solutions across **Vercel (frontend), Azure, and AWS EC2 (backend)**, ensuring optimized availability and scalability across cloud platforms.
  - Collaborated with cross-functional teams to design feature-rich interfaces and maintain code across multiple environment

PROJECTS

- **Contest Winner Selection Platform** *[(MERN Stack]*
  - Developed a web-based platform to assign digital tickets to employees based on sales targets.
  - Enhanced fairness and transparency for internal contests through logic-based reward distribution.
  - Created RESTful APIs using Express.js and MongoDB to manage ticket allocation and winner logic.
  - Built a responsive React.js frontend with dynamic data rendering and user-friendly UI.
- **Employee Rewards Dashboard** *[MERN Stack]*
  - Designed an interactive **spinning wheel** rewards experience using **Framer Motion** for fluid animations
  - Implemented admin controls to view eligible employees, trigger reward actions, and track reward history.
  - Set up automated **email notifications** for real-time notifications using backend logic in Node.js/Express.
  - Developed a modular backend in Node.js/Express to handle user data and spin logic securely.
- **Freelance: Virtual Number Sales Platform** *[MERN Stack]*
  - Engineered a full-stack system for customers to buy and manage virtual numbers securely.
  - Designed secure **admin routes** with **JWT-based authentication** and role-based access.
  - Implemented IP-based backend access control to restrict unauthorized access to admin panel.
  - Connected third-party **call-handling APIs** for real-time operations and created a dynamic user dashboard with pricing and history
  - Developed an admin panel enabling real-time control over pricing, user account management, and purchase tracking with Express.js and MongoDB

PROFESSIONAL SUMMARY

Full-stack developer with hands-on experience in freelance and enterprise projects. Skilled in building **secure web apps**, integrating **APIs, and deploying** full-stack solutions.

TECHNICAL SKILLS

- **Languages:** JavaScript, Java, MySQL

- **Frameworks and Libraries:** React.js, Node.js, Express.js, REST API

- **DevOps and Tools::** Git, Docker, Postman, Jira, Salesforce, Splunk, CI/CD, Confluence.

- **Cloud and Hosting:** AWS EC2, Azure, MongoDB Atlas, Nginx

- **Concepts:** Agile Methodologies, API Integration, Authentication and Authorization.

EDUCATION

- **Bachelor of Commerce (Computer Applications)**
  BJR Degree College, 2019 - 2022