Krishna Ningaraddi

📞 +91-9880768244 ✉ krishna.ningaraddi08@gmail.com

⌾ github.com/Krishna-Ningaraddi-2906   leetcode.com/Krishna$_N$ingaraddi

PROFESSIONAL SUMMARY

Technical support advisor with hands on experience in building scalable RESTful APIs using Spring Boot, MySQL, and MongoDB. Skilled in clean code, MVC architecture, unit testing, and version control with Git/GitHub.

TECHNICAL SKILLS

- **Languages:** Java, SQL
- **Frameworks:** Spring Boot, Spring MVC, JPA, Hibernate
- **Databases:** MySQL, MongoDB
- **Tools:** Git, GitHub, Maven, IntelliJ IDEA, Postman, JUnit
- **Concepts:** REST APIs, MVC, OOP, CRUD, Unit Testing, Agile

PROFESSIONAL EXPERIENCE

Java developer -Internal Project– Concentrix   *Apr 2024 – May 2025*
Bangalore — Full-time

- Developed scalable backend systems and micro APIs using Java Spring Boot.
- Created and tested RESTful APIs; integrated MySQL and MongoDB.
- Followed MVC architecture and clean code principles.
- Used Git/GitHub for version control; managed builds via Maven.
- Practiced Agile methods and actively participated in internal releases.

Technical support advisor – Concentrix   *Apr 2024 – May 2025*
Bangalore — Full-time

- Provided technical assistance for Lenovo laptops and desktops by analyzing and resolving user-reported issues.
- Diagnosed and troubleshot both software (OS, drivers, performance) and hardware (HDD, RAM, motherboard) issues.
- Handled daily incoming tickets and ensured timely resolution through remote desktop tools and phone support.
- Guided customers through step-by-step solutions while maintaining high satisfaction and clarity in communication.
- Created detailed logs for each support case, updated ticket status, and ensured proper case documentation.
- Coordinated with internal teams to initiate hardware part replacements and track delivery to customers.
- Placed accurate part orders using internal diagnostic tools and system reports.
- Maintained SLA compliance and contributed to a high first-call resolution rate.
- Used internal CRM and ticketing tools to manage workflow and maintain service quality.

PROJECTS

Student Journal   *May 2025 – Present*
Spring Boot, MongoDB, REST, JUnit, Postman
Built a CRUD-based journaling REST API using MongoDB and Spring Boot. Designed endpoints for Create, Read, Update, Delete. Structured code using MVC pattern. Tested endpoints with Postman; unit tested with JUnit. Hosted on GitHub.Link

Ticketing Tool (Ongoing)
Spring Boot, MongoDB, REST API, Java
Building a RESTful ticket management system for issue tracking with user and admin roles. Integrated MongoDB Atlas for cloud data persistence. Implementing CRUD operations, custom endpoints, and structured logging. Focused on modular design and scalable backend architecture. Link

EDUCATION

Bachelor of Engineering – 8.3 CGPA   *2018 – 2022*
KLE Technological University, Hubli

CERTIFICATIONS

- Java Full Stack Development Bootcamp – Jspiders
- Fundamentals of SQL – Udemy