

# Melissa Mae Dsouza

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## EXPERIENCE

### Robotic Process Automation Intern

Gulf Business Machines (GBM), Bahrain

[OCTOBER 2023 - NOVEMBER 2023]

- Worked with RPA Engineers to define problem statements and generate outcome reports
- Used WDG Automation to create RPA solutions to enhance business skill.
- Set up bots and automated tasks using WDG automation
- Addressed automation challenges and designed effective strategies

## EDUCATION

### St Joseph Engineering College, Mangalore

Bachelors of Engineering,  
Computer Science Engineering  
[2021- present]

**Courses taken:** Object Oriented Programming, Data Structures & Algorithms, Computational Theory, Web Development

CGPA: 8.02

### St Aloysius Pre-University College, Mangalore

[2019- 2021]

PCMB: 84.5%

## CERTIFICATIONS

**Salesforce Administrator [2024]**, issued by SmartIntenz

**Fundamentals of Reinforcement Learning [2024]**, issued by University of Alberta

**Basics of Python [2022]** issued by Infosys Springboard

## SKILLS

### Core Skills:

UI/UX Design, Javascript, React, Next.js, Tailwind CSS, MongoDB

Java, Python

## PROJECTS

### A Cinema Booking App Design ( UI ) [2024],

A cinema booking app design allowing users to reserve seats and obtain digital tickets using Figma.

### Pick Me[2024],

A ticketing application that allows users to raise tickets built on Next.js & MongoDB

### Automated Chatbot using WDG automation[2023],

A Chatbot that responds to User Queries based on the Trained Knowledge Base

### ATM Simulator [2022],

a Java application that debits and credits a Pseudo bank account

## ACHIEVEMENTS

Committee Member of Music Club, **Crescendo**