

NARASIMHA REDDY MODUGU

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CAREER PROFILE

Graduated in Master of Information Technology (Professional) from Deakin University with Distinction, specialized in Software Development & IT Services. Expert and highly familiar in programming languages. Seeking an opportunity to showcase my skillset.

SKILLS

Excellent: Java SE 9, C (C11), HTML 5, JavaScript 8, CSS3, Bootstrap, jQuery, Agile Methodologies

Good: AngularJS 2, React 16.8.0, Selenium, NodeJS 10, AWS, Java EE 8, SQL 13, MySQL 5.7, XML 2.0, XHTML 5, WordPress, Eclipse, Bitbucket







Basic: PHP 7.2, Python 3.7.1

Expertise: Technical Troubleshooting, System upgrades and Training, Security & Recovery solutions, End user training, Virus Detection and Technical & User Documentation.

Networking: LANs/ WANs, TCP/IP, VoIP, DNS, HTTP, Email, OSI, SSL, Wireless Architecture, Firewalls, Cisco IOS.

- Teamwork & Collaboration
 - Multitasking through active student involvement for coursework. Team working and collaboration skills through experience on group project work.
- Soft Skills
 - Proficient in written and conversational English
- Problem-solving and Troubleshooting skills

EDUCATION

Professional Year Course	 05/2019-11/2019	 Performance Education, Melbourne
Master of Information Technology (Professional) <i>Major:</i> Software Development <i>Achieved WAM: 73% and awarded 25% scholarship for Masters.</i>	 2017- 18	 DEAKIN UNIVERSITY, Burwood (Melbourne)
Bachelor of Technology <i>Major:</i> Computer Science Engineering <i>Achieved High Distinction (HD)</i>	 2012-16	 JNTUH (INDIA)

EXPERIENCE

05/2023 - Current

Currently working as an Application & Fulfilment Support Officer at eStore Logistics.

Duties Include:

- Support daily warehouse operations via the Warehouse Management System (WMS)
- Manage key data structures in WMS (e.g., product attributes and packaging information)
- Manage and correct freight carrier data rejections!
- Lodge daily shipments with carriers
- Review and investigate data integration reports for customers.
- Action automated error alerts for issues relating to orders, item masters and receipt files.
- Assist with multi-site automation functions and/or projects!
- Review AMR (Autonomous Mobile Robot) inventory and client migration
- Assist internal stakeholders with daily shipment support.
- Manage and generate international consignments and carrier manifests.
- Utilise file transfer protocol (FTP) to upload master files.
- Book and coordinate VIP order requests
- Work as a team to achieve daily results through planning and coordinating with others.
- Identify, evaluate, and develop business opportunities.

08/2019- 05/2023

Previously worked as an IT technician and Inventory assistant at Primary Connect.

Duties Include:

- Working JDA software to plan, execute, and deliver by predicting and shaping demand, fulfilling store orders intelligently and quickly.
- Installing and configuring computer hardware, software, systems, printers, and scanners.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.
- Providing technical support across the warehouse and supporting team members with technical issues.
- Setting up accounts for new team members.
- Repairing and replacing equipment as necessary.
- Update and maintain inventory records.
- Count materials, equipment, and other supplies in stock.
- Reconcile physical counts and computer records, identify discrepancies, and investigate or report as required.
- Compile accurate balance, price, and cost reports.

Front-end Developer Intern

01/20-04/20

Worked as an Intern at Pathway Education and Visa Services as Frontend Developer

- Developed a website (GCRM) using HTML, CSS, jQuery and JavaScript for our client.
- Worked on our company website to improve SEO, CDN, Google Ads and Google Analytics. It includes optimizing copy and landing pages for **search engine optimization** and performing ongoing keyword research including discovery and expansion of keyword opportunities.

- Build, maintain, and deploy standardized, current images of various Operating Systems on multiple HW platforms.
- Assists Infrastructure team with testing and implementation of new software releases.
- Completed maintenance and support actions for the production Microsoft technologies.
- Document installation and configuration procedures
- Provide 3rd level support to the Help Desk and Client Support teams via the resolution of escalated application, operating system, deployment, and hardware issues.


05/16- 03/17

Previously worked at Sitel India Private Limited (BPO) as customer service representative.

Duties Include:

- Received calls providing exceptional listening skills to determine the nature of their call-in order to address their inquiries clearly and precisely in a professional manner.
- Responding to emails from customers by providing the best answers to their queries.
- Outbound calls to higher management if required.
- Typed memos, correspondence, reports, and other documentation including follow-up letters to customers to ensure their questions were addressed and to assure them of support throughout the life of their membership.
- Utilized Siebel software for data entry of customer service information for accuracy and quality control.
- Received customer service award for critical to quality accuracy and high turnovers.

Freelance Developer

 02/23-Current

Currently working on building an eCommerce website using Angular and designing my personal portfolio.

COURSE TRAINING

08/2022	Completed a course on DevOps, LINUX, AWS, GIT and Kubernetes.
05/2022	Completed an online course on React (incl Hooks, React Router, Redux) on Udemy to build component-based web apps.
12/2019	Completed an online course AngularJS (Angular 2+, incl. Angular 7) on Udemy to build reactive web apps. Designed an experimental reactive website (My Recipe).
06/16- 12/16	Certified on Java SE 8 and Java EE 7 technologies from Sathya Technologies (India)

ACADEMIC RESEARCH & PROJECTS

06/18-09/18 **Minor Thesis- Block Chain Technology Security & Privacy**

06/18-09/18 **Web Technologies (Individual Project)**

Role: Front-end Developer

Skills Attained: HTML, JavaScript, CSS, NodeJS

06/17-09/17 **Practical Project (Group Project)**

Role: Front-end Developer

Skills Attained: HTML, JavaScript, CSS

06/17-09/17 Advanced Software Engineering (Group Project)

Role: Developer & Analyser

Skills Attained: HTML, CSS, XML

06/17-09/17 Software Quality and Testing

Role: Tester

Skills Attained: Manual Testing on Eclipse IDE, Selenium

02/17-05/17 Mobile Systems Development

Role: Developer & Tester

Skills Attained: HTML, CSS, JavaScript, jQuery, Eclipse IDE.

ACADEMIC COURSEWORK

- Research and Development on Augment reality devices (Reality Glasses) in Mobile Computing.
- Deep understanding on Service Level Agreements for organisations.
- Good at testing software quality using selenium and Junit framework.
- Deep knowledge on creating webpages using HTML, CSS and JavaScript.

EMPLOYMENT

05/2023- Current	Application & Fulfilment Support Officer	eStore Logistics
08/2019- 05/2023	Woolworths- MLDC Team Member	Woolworths Ltd.
05/2017- 08/2019	eStore Logistics- Store Person	eStore Logistics

VISA CONDITION

I am currently holding Permanent Residency (subclass 189) and I don't have any work restrictions.

PROFESSIONAL DEVELOPMENT

2017-18	Programming in various languages	Deakin University
	<ul style="list-style-type: none">• Hands-on experience on Java, JavaScript, HTML, CSS, XML, PHP and MySQL for various units during coursework.	
2016-17	Basic and Advanced Java Programming	Sathya Technologies (India)
	<ul style="list-style-type: none">• Training included: Concepts of Java (J2SE), building applications with Servlets, Understanding JDBC, Synchronization concept, Java Server Pages and Spring framework.	

EXTRA-CURRICULAR ACTIVITIES

2018	Student Mentor in PSN program	Deakin University
	<ul style="list-style-type: none">• Currently working as student mentor in Peer-Student-Network (PSN) Mentorship program at Deakin University.	
2018	Connect Volunteer	Deakin University
	<ul style="list-style-type: none">• Guided and advised new Deakin students about coursework, university and supported them.	

REFERENCE

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