SONY PITTALA

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SUMMARY

- Passionate web developer with a Master's in Computer Science from Southern Arkansas University, graduated in May 2024.
- Certified in Responsive Web Design, Front-End Development, and Data Visualization.
- Dedicated to creating user-friendly web applications and enhancing user experiences.
- Proficient in HTML, CSS, and various JavaScript frameworks, including ReactJS.
- Strong foundational knowledge in programming languages such as Java, C, SQL, and Python.
- Over 2.5 years of experience as an SDS Associate at Amazon, focusing on communication and problem resolution.
- Demonstrated ability to collaborate effectively in fast-paced environments.
- Committed to continuous learning and improvement in web development technologies.
- Effective communicator with the ability to engage diverse audiences.
- Actively seeking opportunities as a Web Developer or Front-End Developer.
- Skilled in optimizing database performance through indexing and query optimization techniques in SQL, reducing query run times and improving efficiency for large datasets.

TECHNICAL SKILLS

- **Languages:** Java, Python, SQL
- **Front-End Development:** HTML, CSS, JavaScript, ReactJS
- **Tools:** Visual Studio, IntelliJ IDEA, Microsoft Office 365, CodePen
- **Other Skills:** Responsive Design, User Experience (UX) Design, Data Visualization

EMPLOYMENT EXPERIENCE

Amazon Development Center   *Hyderabad, India* **SDS Associate**   *July 2020 – Nov 2022*

- Collaborated with the payments team to manage transaction processing, utilizing goodwill adjustments to resolve payment discrepancies.
- Monitored and tracked payment processes to ensure compliance with company policies and procedures.
- Verified transaction details to ensure accurate and timely payments for delivery customers.
- Worked closely with internal teams to streamline processes and improve overall operational efficiency.
- Provided customer support by responding to emails and addressing inquiries from multiple marketplaces, including India, the USA, the UK, and Singapore.
- Developed effective communication skills by engaging with customers from diverse backgrounds and handling a variety of issues.
- Enhanced customer satisfaction through prompt problem resolution and attention to detail.
- Assisted in identifying trends in customer inquiries to improve service delivery and communication strategies.
- Contributed to team efforts by sharing insights and best practices for handling customer concerns.
- Gained valuable experience in a fast-paced environment, strengthening my ability to multitask and prioritize effectively.

EDUCATION

Southern Arkansas University *Magnolia, Arkansas*
Masters in Computer and Information Science *Graduated May 2024*
Relevant Coursework: Object-Oriented Programming, Database Management Systems, Advanced Programming Concepts, Python Programming, Data Visualization, Data Structures and Algorithms, Operating Systems, Computer Networks, Data Mining, Cryptography, Info and Network Security.

PROJECTS

Personal Portfolio Webpage
- Created a personal portfolio webpage using HTML to display my projects as a web developer, including a movie ranking project and a birthday invitation project, each accompanied by images and links for easy access.
- Designed the layout to provide an organized view of my work, incorporating navigation links to "About Me" and "Contact Me" pages, reflecting my commitment to effective information presentation and web development.

Birthday Invitation Webpage
- Designed and created a birthday invitation webpage using HTML, featuring essential details about the celebration, including the date, items to bring, and a celebratory image.
- Demonstrated my ability to create engaging content and present information in a user-friendly format, showcasing my foundational web development skills.

Spanish Vocabulary Webpage
- Developed a webpage to teach colours in Spanish using HTML and CSS, featuring visually engaging images alongside the corresponding Spanish terms for each colour.
- Organized the content effectively to enhance learning, demonstrating my ability to create educational resources and apply basic web design principles.

Favorite Movies Webpage
- Developed a webpage using HTML to showcase my top three favorite movies, complete with detailed descriptions and themes for each film.
- Highlighted my content organization and presentation skills, reflecting my passion for movies and foundational web development abilities.

Motivation Meme
- Created a responsive webpage using HTML and CSS, incorporating external fonts and images to enhance visual appeal and user engagement.
- Produced motivational content focused on self-improvement, showcasing my ability to blend creativity with technical skills to inspire and connect with an audience.

Flag Project
- Designed and implemented a responsive representation of the flag of Laos using HTML and CSS, featuring a bold red background, a blue stripe, and a central white circle.
- Utilized CSS positioning and specificity to create a visually appealing design that effectively captures the essence of the flag.

CERTIFICATIONS

- **[Responsive Web Design](#) Certification (FreeCodeCamp)**
  Designed and developed several responsive web projects, including a survey form, tribute page, technical documentation, and a product landing page using HTML and CSS. Focused on creating user-friendly interfaces with features like form validation, semantic HTML for accessibility, and multimedia elements to enhance engagement.

- **[Front-End Development Libraries](#) Certification (FreeCodeCamp)**
  Created a variety of interactive web applications, including a quote generator, Markdown previewer, drum machine, calculator, and a 25 + 5 Clock, using React, HTML, and JavaScript. Focused on building user-friendly interfaces that enhance engagement and usability, with features like real-time updates and audio elements.
- **[Data Visualization](#) Certification (FreeCodeCamp)**
  Skilled in creating interactive visualizations using D3.js and React, I developed various projects including bar charts, scatterplots, heat maps, choropleth maps, and tree maps. My work emphasizes responsive design, dynamic tooltips, and real-time data fetching, showcasing my ability to transform complex datasets into engaging, user-friendly applications that enhance data interpretation and user experience.