



# SUSHMITHA MONTERO

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**Visa Status** : Visit Visa – Valid until 30 November 2025

## OBJECTIVE

MCA graduate with 1+ years of diverse experience as an HR Assistant, complemented by expertise in web hosting operations and UI/UX design. Adept at HR processes, employee coordination, documentation, and workflow optimization, with a proven ability to deliver efficient, user-centric solutions. Strong team collaborator with a proactive approach, seeking opportunities in HR, IT, design, and digital domains to contribute to organizational growth and innovation.

## WORK EXPERIENCE

### IT Support Engineer | GlowTouch Technologies June 2023 - Nov 2023

- Managed and maintained web hosting environments using cPanel, Plesk Panel and WHM.
- Configured domains, subdomains, and DNS settings.
- Set up and managed databases using MySQL and phpMyAdmin.
- Implemented email accounts and configured email forwarding and autoresponders.

### HR Assistant | DrawMyCareer Jan 2025 - Sep 2025

- Managed and updated employee records, attendance, and HR data in Excel with accuracy.
- Assisted in recruitment and onboarding by scheduling interviews and preparing offer letters.
- Supported daily HR and administrative tasks, ensuring smooth coordination within the team.

## INTERNSHIP

### UI/UX Design Intern | Pulsecode Technology April 2025 - Sep 2025

- Conducted user research through interviews, surveys, and journey mapping, while ensuring UI consistency across designs.
- Created low- and high-fidelity wireframes and interactive prototypes using Figma, along with detailed design documentation.
- Engaged in the UX design process for a Gamified GPS Driving Experience mobile app focused on promoting safe driving through engaging, user-centered design

## EDUCATION

**Master of Computer Applications | 8.60 CGPA** Jan 2024 - Aug 2025  
St Joseph Engineering college, Mangalore

**Bachelor of Computer Applications | 7.55 CGPA** Aug 2020 - May 2023  
St Aloysius college (Autonomous) , Mangalore

## ADDITIONAL INFORMATION

- **Skills:** Web Hosting, Office 365, UX/UI Design, CRM, HR Coordination, Client Interaction, Team Support, Process Documentation, Communication, Problem-Solving, Critical Thinking, Leadership, Event Management, Team Collaboration, Coordination.
- **Languages:** English, Hindi
- **Certifications:** Principles of UI/UX Design, Human Resource Associate Professional Certificate.
- **Awards/Activities:** Led as the Event Head for a National Level IT Fest, overseeing event planning, coordination, and team management. Participated in the 3-month Adversarial Nibbler Research Driven Program to audit AI behavior through prompt-based testing, contributing to ethical AI development.