

AETTARI SAILU

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Location: RTC X Roads, Hyderabad, India

Summary

Motivated entry-level IT professional with foundational knowledge in frontend and MERN stack technologies, supported by a short-term internship and hands-on projects. Skilled in HTML, CSS, JavaScript, React.js, Node.js, MongoDB, SQLite, and GitHub, with basic experience deploying web applications. Previously worked in technical support within BPO environments, developing strong problem-solving, documentation, and communication skills. Seeking a Junior Software Engineer, Frontend Developer, MERN Stack, or IT Support role to build technical expertise and grow professionally.

Professional Experience

VXI Global Solutions

Account Associate – Technical Support | Hyderabad

Sep 2024 – Present

Provide real-time technical support for Xfinity NOW WiFi Pass customers in the US through live chat platforms, troubleshoot network connectivity, service access, and account-related technical issues using internal tools and dashboards, analyze customer-reported problems, identify root causes, and apply systematic resolutions to ensure service continuity, maintain accurate case documentation and follow standardized workflows for issue resolution and escalation, collaborate within a fast-paced, SLA-driven environment while maintaining consistent quality and customer satisfaction metrics, demonstrate technical communication skills by explaining solutions clearly to non-technical users.

B Organics - Internship

MERN Stack Intern | Hyderabad

Apr 2024 – Jun 2024

Developed and implemented an e-commerce web application using the MERN stack, worked on frontend components, backend APIs, and database integration, managed user-submitted data and handled database operations using MongoDB, participated in project planning, development, testing, and deployment, gained hands-on experience in full-stack development and real-world application workflows.

Hinduja Global Solutions (HGS)

Trainee–Process operations | Hyderabad

Aug 2021 – Sep 2022

Processed and validated healthcare insurance claims across multiple systems including HMO, PPO, Medicaid, and Medicare platforms, navigated multi-screen enterprise applications to verify data accuracy and compliance Extracted and analyzed structured and unstructured data from PDFs and web portals for backend processing Utilized tools such as Phoenix, RPA Medicaid, Medicare portals, and Blues websites to retrieve and cross-check information, maintained detailed operational logs and reports using Excel, ensuring data integrity and audit readiness, consistently met productivity targets (80+ claims per day).

Projects links

B organics : [Check here](#)

Amaravathinaturotech : <https://amaravathinaturotech.com/>

Portfolio : [Click here](#)

Technical Skills

Frontend	Backend	Databases	Other Skills
HTML, CSS	Node.js	MongoDB	Github
JavaScript	Python (Intermediate)	SQLite	Hostinger
React js	Express.js	API integration basic	Documentation

Education

MBA

Aurora's PG College, Hyderabad

Graduated: 2021

B.Com (Computer Applications)

Vaagdevi Degree College, Nizamabad

Graduated: 2019

Hobbies

- Listening to music for motivation and boost my brain,
- Reading books, playing chess, photography, in my free time.
- Traveling, cooking