RAKSHITHA S R

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Professional Summary:

Versatile Software Developer with 3+ years of experience in web development, ERP implementation, data management, and client support. Proficient in PHP, HTML, CSS, JavaScript, MySQL, and Excel, with basic working knowledge of Java. Adept at deploying web applications, managing hosting environments, and resolving technical issues to improve system reliability. Demonstrated ability to support end-users, handle product data workflows, and mentor interns. Proven track record of building 30+ applications and providing solutions aligned with business needs in fast-paced environments.

Technical Skills:

- HTML, CSS, JavaScript, Java, PHP, Basics of Python
- Proficient in SQL queries, joins, functions, DDL/DML/TCL.
- Database Optimization & Validation
- Bootstrap, Visual Studio Code, XAMPP/WAMP Server
- Web Scraping
- Experienced with Git & GitHub: repository creation, commit/push/pull operations, branching, and managing project collaborations.
- Mobile App Deployment (PlayStore apps, PlayConsole, AAB files For App Deploy)
- Web Hosting (BigRock, GoDaddy, Namecheap)
- School ERP Software, Website development, Web Applications
- Microsoft Excel
- Client Interaction: Handling technical issues, Resolving bugs, Offering client support.

Professional Experience:

Software Developer / Tech Support Associate

Mitra Softwares, Shivamogga | July 2022 – November 2024

- Developed and deployed 30+ applications using HTML, CSS, JavaScript, and PHP.
- Designed ERP software, streamlining administrative processes for 15+ schools.
- Managed hosting servers, reducing website downtime by 15%.
- Collaborated in planning, designing, debugging, and documenting software solutions.

IT Support & Service Desk Skills :

- Provided **technical support** to end-users via email and phone, addressing software issues and system errors — ensuring quick resolution and improved user satisfaction.
- Acted as a **first point of contact (L1)** for client-reported incidents; analyzed problems, documented steps, and resolved common issues independently.
- Used **Excel and internal tools** to log, track, and follow up on client requests and service queries, similar to a ticketing system workflow.
- Escalated complex issues to the development team with detailed logs and client feedback, ensuring smooth handovers and resolution.
- Maintained clear communication with clients throughout the resolution process, enhancing transparency and trust.

Efficiently Global Solutions Pvt Ltd | November 2021 - July 2022
- Managed and maintained product catalogs, ensuring accuracy in descriptions, pricing, and specifications across multiple platforms.
- Utilized tools like Octoparse to scrape data efficiently from various web sources.
- Reformatted and cleaned large datasets to ensure accuracy and consistency for analytical purposes.
- Automated data collection processes, reducing manual workload by 30%.
- Collaborated with cross-functional teams to integrate data into operational workflows.

Projects:
- ❖ **UNREACHABLE TECHNOLOGIES**

  Technology : HTML, CSS, Javascript, PHP | Database : MySQL

  This application is mainly designed for Students certification courses which involves videos, assignments and online test to evaluate their knowledge.

  Roles and Responsibilities:
- Designed Admin and Student Dashboard.
- Developing application logic & implementation using PHP and SQL.
- Involved in creating modules and report generation.
- Closely worked with client to get necessary information and to achieve the desired results.
- ❖ **ERP Software Implementation**: Designed and implemented ERP systems for 15+ schools, streamlining student record management and reducing manual errors.
- ❖ **Website Development**: Created and deployed 20+ professional websites, such as bgsit.ac.in, saipuc.org.in, bgscskarehalli.org.in, deshneetacademy.com
- ❖ **Mobile Applications**: Developed Android apps for school management systems, improving operational efficiency.

Achievements:
- ❖ **Internship Trainer at Mitra Softwares | January 2025 - March 2025**
- Trained interns in software development and testing practices, achieving a 90% project success rate.

Academic Details:
- **B.E - Electronics and Communication Engineering (ECE) -** PES Institute of Technology and Management, Visvesvaraya Technological University | 2021 **CGPA: 8.29 / 78.75%.**
- **PUC** - DVS Independent PU College | 2017 **Percentage: 79.8%.**
- **SSLC** - DVS Composite College (High School Section) | 2015 **Percentage: 91.5%.**

Personal Details:
DOB: 17-Sep-1999 | Languages: English, Kannada, Hindi

DECLARATION:
I hereby declare that the information provided above is accurate and authentic to the best of my knowledge.

(RAKSHITHA S.R)