

# AMALAMOL RAJU



Carterton, Oxfordshire, United Kingdom



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[LinkedIn](#)

## SKILLS

### Programming & Web Development

- PHP
- JavaScript
- C & C++
- Python
- HTML & CSS

### Soft Skills

- Tech-Savvy Communicator
- Analytical Problem Solver
- Organised
- Team-Oriented

### Database & Tools

- MySQL
- DevOps
- Selenium
- Jira
- Microsoft Office Suite

### ERP Platforms

- NetSuite
- Sage Intacct
- Xero
- Microsoft Dynamics 365 Business Central

## EDUCATION

BSC (HONS) INFORMATION TECHNOLOGY MANAGEMENT FOR BUSINESS (TOP-UP)  
Oxford Brookes University  
Sept 2024 – May 2025

BSC (HONS) COMPUTER SCIENCE  
Oxford Brookes University  
Sept 2017 – May 2023

A-LEVELS & GCSE  
Kettering Science Academy  
Mar 2012 – Aug 2017

## PROFILE

Driven and technically skilled professional with hands-on expertise in Python, Java, and full-stack web development. Known for delivering exceptional customer support under pressure, resolving complex issues with clear communication and a solutions-first mindset. A collaborative team player committed to continuous growth, now seeking to contribute to dynamic projects while expanding technical and leadership capabilities.

## PROFESSIONAL EXPERIENCE

### Senior Customer Support Executive

Jun 2024 – Present

Webexpenses | Witney, Oxfordshire

- Managing knowledge escalations and collaborating with internal teams to resolve challenges
- Maintaining and updating DevOps tickets for challenges tracking and resolution
- Provided technical support and ensuring the resolution of queries and bugs
- Delivered high-level customer support, meeting SLAs and customer expectations
- Troubleshooting integration challenges across ERP platforms like NetSuite, Sage Intacct, Xero, etc.

### Customer Support Executive

Jun 2022 – Jun 2024

Webexpenses | Witney, Oxfordshire

- First point of contact for clients and end users, handling queries and issues related to software products
- Supported clients through helpdesk software, ensuring timely resolution and follow-up
- Collaborated with internal teams to resolve complex technical challenges
- Troubleshooting integration challenges across ERP platforms like NetSuite, Sage Intacct, Xero, etc.

### Booking Valuation & Survey Coordinator (Temporary)

June 2021 – Sept 2021

e.surv Chartered Surveyors | Kettering, Northamptonshire

- Scheduled surveyor inspections across the UK, meeting targets and SLA requirements
- Communicated with clients to ensure smooth and efficient appointment booking
- Managed the customer journey, focusing on professionalism and customer satisfaction

### Customer Assistant – Festive Colleague (Temporary)

Nov 2020 – Dec 2020

Tesco | Oxford Retail Park, Oxford, Oxfordshire

- Operated tills and processed payments, including age-restricted items
- Assisted with customer loyalty programs and maintained high levels of customer service

### Information Systems Intern

July 2019 – July 2020

RCI Financial Services | Maple Cross, Rickmansworth, Hertfordshire

- Automated web services and performed bug fixes in Java and SQL
- Contributed to the IS Satisfaction Survey and provided user support for internal systems
- Developed automated testing scripts using Selenium

### Team Member Star

Oct 2017 – May 2019

Pret A Manger | Bicester Village, Bicester, Oxfordshire

- Delivered exceptional customer service in a high-traffic retail environment
- Managed orders, complaints, and customer inquiries with professionalism
- Achieved multiple "Outstanding" Mystery Shopper ratings

## INTERESTS

- Football enthusiast and badminton player
- Keyboard hobbyist with an interest in music and performance