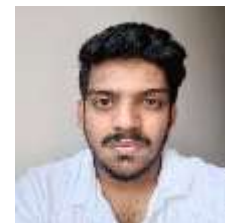# CHETHAN R

Versatile and innovative professional, targeting challenging assignments in **Software Application Development** with an esteemed organization for mutual growth in the **IT Industry**

📱 +91 9845717432

✉️ chethanrnaidu1998@gmail.com

GitHub https://github.com/chethan007-thedeveloper

in linkedin.com/in/chethan-r-a71776239

PROFILE SUMMARY

- Competent and result-oriented professional with over 2 years of work experience which includes 4 months in Incident Management and 1 years 10 months Customer Service Management
- **Willing to make a winning career in Software Application Development** and **Web Development in the IT Industry**
- Proficient in technologies like **Python3, SQL, HTML5, CSS3, JavaScript(Es6), Node.js** and **npm, Mongo DB, APIs** and **Express.js framework**
- Gained exposure on process requirements; provided cases for business, functional and technical requirements
- Ability to steering the complete **project development using Frontend and Backend Technologies** from the creation of Statement of Work to post-delivery support of the project
- Expertise in managing end-to-end incident lifecycle and restoring normal service swiftly to minimize the impact on the business
- Acquired knowledge of **Relational Database Management System concepts** and **Document Oriented Database concepts**
- Analyzed software technologies and developed plans & processes for improvement as well as expansion of the software codes for project execution
- Developed and maintained tools, solutions, and micro services associated with deployment while ensuring compliance with standards
- Successfully managed **Security & Infrastructure Managed Services** in consultation with the Products and **Engineering Teams** with the objective of delivering effective solutions to meet customer requirements
- **Keen customer-centric approach** with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores

CORE COMPETENCIES

Application & Infrastructure Development	Requirement Gathering & Analysis
Project Management	Build/ Code Deployment
Data Visualization	Coding & Testing

TECHNICAL SKILLS

Programming Language	Database	Web Technology	Runtime Environment	Framework
• Python 3	• Sequel (SQL) • MongoDB	• HTML 5 • CSS 3 • JavaScript(Es6)	• Node.js • Npm	• Express.js

WORK EXPERIENCE

Jun'22 – Sep'22 | Ascendum Solutions India Private Limited, Bangalore as Software Engineer Trainee

Responsibilities:

- Validated major incidents reported by the service desk/ customers as per the defined procedures and guidelines
- Managed escalations and followed procedures & best practices of the Change Management Process during major incidents and disaster recovery
- Coordinated across all technical teams to ensure successful implementation of the incident, change, and problem management cases
- Worked closely with Problem Managers to determine the root cause of the incident and generate known errors to minimize recurrence
- Conducted PIR (Post Incident Review) calls and forwarded PIR summary report to the Problem Management Team
- Reviewed major incident cases, identified important issues, and provided feedback for improvement in methods & techniques

Oct'19 – Jul'21 | Allsec Technologies Pvt. Ltd., Bangalore as Customer Care Executive

Responsibilities:
- Responded promptly to customer inquiries and communicated with customers through various channels like cold calls and emails
- Managed large amount of incoming calls and maintained records of customer interactions, transactions, comments, and complaints
- Attracted potential customers by answering product & service questions and suggested information about other products and services
- Assessed the customer feedback, evaluated areas of improvement, and provided critical feedback on improvements

WORKSHOP ATTENDED

- **2018:** JavaScript Workshop conducted by Sri Krishna Degree College, Bangalore

EDUCATION

- **2021:** Bachelors in Computer Application from Sri Krishna Degree College, Bangalore
- **2016:** Senior Secondary Education from Sri Krishna PUC College, Bangalore
- **2014:** Secondary Education from Sri Krishna International Educational Society, Bangalore

CERTIFICATION

- **2022:** Certification in Python, SQL, and Web Technology from Pyspiders Python Training Institute

  Certificate link: https://drive.google.com/file/d/1T6AW9JR4K1SJs1p53BC2DvGuzfxlkPyT/view?usp=sharing

ACADEMIC PROJECT

Title: Online Construction Material Booking System
Time Period: Jan'19 - Feb'19
Back-end Software: SQL
Front-end Software: Microsoft Visual Studio 10
Operating System: Windows 10
Description: The project is focused on designing the user interface for the web application that provides basic materials for construction, designed in a way to make the purchase easier. It led to a significant reduction in time & cost and an increase in overall efficiency.

PERSONAL DETAILS

Date of Birth	: 7th October 1998
Languages Known	: English, Hindi, Tamil, Telugu, and Kannada
Address	: 15, 2nd Cross Road, Balaji Layout, Subramanyapura, Bangalore - 560061