

Dariya Hussein Kondapalli

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Professional Summary

- Technical Support & Customer Service Professional **with experience in troubleshooting, issue resolution, and chat/email support.**
- Proficient in **HTML & CSS, JavaScript** with experience in digital marketing
- **Proficient in building responsive web applications, REST API integration, and authentication.**
- **Strong problem-solving skills with experience in customer service and technical support.**

Technical Skills

- | | | | |
|--------------|-------------------|-------------------------------|--------------------|
| • React.js | • HTML | • CSS | • JavaScript |
| • Node.js | • Express.js | • REST APIs | • MongoDB |
| • Git/GitHub | • API Integration | • Payment Gateway (Cash free) | • Customer Support |

Work Experience

Amazon – Customer Service Associate (6-Month Contract)

July 2023 – Dec 2023

- Resolved customer issues efficiently, ensuring high satisfaction.
- Provided **end-to-end customer support**, troubleshooting technical and account-related issues via email, and chat.
- Developed strong problem-solving and communication skills.
- Adapted to technology-driven workflows for handling queries.

SRK Engineering College – Technical Lab Assistant (33 Months)

Jan 2018 – July 2023

- Installed and updated software and hardware systems
- Conducted electrical-related work in the institute's electrical labs, maintaining and troubleshooting laboratory equipment.
- Developed training materials and presentations for lab usage
- Assisted students and faculty in **hands-on projects**, providing technical guidance and support.
- Conducted **troubleshooting and technical support** for laptops, desktops, and lab equipment
- Managed **administrative tasks**, including **purchase orders, salary statements, attendance reports, and result analysis** using Microsoft Excel.

Projects

Online Food Order App (MERN Stack)

A complete **food ordering and vendor management platform.**

1. Vendor Dashboard

- Designed for restaurant owners to **manage orders, update menus.**
- Implemented **JWT authentication** for secure user login and authorization.
- **Live Project:** [Vendor Dashboard.](#)
- **Tech Stack:** React.js, Node.js, Express.js, MongoDB, Vercel (Frontend), Render (Backend).

2. Customer Website

- Users can **browse restaurants, add items to cart, and place orders.**
- Features secure login, order history, and Supports **Cash free payment gateway** for seamless transactions.
- Implemented **JWT authentication** for session security
- Integrated **Nodemailer for account verification and password recovery**
- **Live Project:** [Customer Website](#)
- Tech Stack: **React.js, Node.js, Express.js, MongoDB, Vercel (Frontend), Render (Backend).**

Additional Information

- Willingness to work night shifts
- Strong analytical and troubleshooting skills
- Basic knowledge of digital marketing

Education & Certifications

- **Bachelor's Degree** – Electrical and Electronics Engineering, JNTUK University (Graduated: 2018)
- **Web Development Certification** – NSDC, Skill India Digital Hub
- **AWS Academy Graduate** – AWS Academy Cloud Foundations