DEEKSHA

deeksha/PORTFOLIO

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LinkedIN: deeksha/LINKEDIN , Github: deeksha/GITHUB , Certifications : deeksha/CERTIFICATES

PROFESSIONAL SUMMARY

Computer Science graduate with 1 year of experience in Sales & Marketing, specializing in customer interaction, client engagement, lead handling, and understanding customer requirements. Strong foundation in Java, SQL, DBMS, and web technologies with hands-on project experience in Android and database-driven applications. Experienced in customer interaction, issue resolution, and cross-team collaboration.

TECHNICAL SKILLS

- **Core Skills:** Java , SQL, DBMS, HTML, CSS

- **Web technologies**: Javascript

- **Databases**: Oracle, Sqlite

- **Tools and IDEs**: Netbeans, Android Studio, Visual Studio Code

- **Cloud**: AWS (foundational) , Azure Fundamentals

CERTIFICATIONS

AWS Certified Cloud Practitioner (CLF-C01) – Training | PayPal (via ICT Academy)

Gained foundational knowledge of cloud computing and AWS services

• freeCodeCamp – C# Programming Fundamentals & .NET Development (Sept 2024)

• Microsoft Azure Fundamentals

PROFESSIONAL EXPERIENCE

Junior Associate – Operations (Technical Support), Oct, 2024 – Oct, 2025

UnifyCX

- Provided technical support to 50+ US & UK clients weekly, resolving website, WordPress, and email configuration issues with high customer satisfaction.

- Advised the clients on marketing strategies and product positioning, supporting customer acquisition and retention initiatives.

- Drove sales through client engagement, product pitching, and acquisition efforts, handling end-to-end customer communication across international markets.

PROJECTS

Project 1: myAT

 Tools: Android Studio, SQLite

- Developed an Android app to automate student attendance tracking.
- Improved accuracy and reduced manual record-keeping.

Project 2: Pepper Production Management System

Tools: Java , Oracle, Netbeans

- Built a system for inventory, payroll, and operational record management.
- Improved efficiency and decision-making for pepper farming operations.

Project 3: Diagnosis of Diseases by Face Recognition

Tools: Python, CNN, Transfer Learning, Jupyter Notebook

- Developed a deep learning–based academic project to classify diseases from facial images using CNN and transfer learning.
- Implemented image preprocessing, model training, and prediction as part of experimental evaluation.

EDUCATION

Bachelor of Engineering (B.E.): Computer Science, 2020 – 2024

Sahyadri College of Engineering and Management – Mangalore

CGPA:7.80

Pre-University (PCMC)

Govinda Dasa Pre-University College | 2018 – 2020 | Percentage: 84.66%

Primary and High school Education

Infant Mary School, Katipalla | 2018 | Percentage : 90.24%