SPANDANA S S

Contact: 9066545809
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Support Engineer | SQL | HTML | CSS | React (Learning)

Career Objective

Results-driven professional with over 3.5 years of experience in **Operations and Development**, actively seeking a transition into a technical role. Currently enhancing my expertise in **React, SQL, and front-end development** with a focus on building responsive user interfaces. Seeking an opportunity to leverage my problem-solving and analytical skills in a developer role.

Technical Skills

API Testing & Monitoring
- Postman, OpenSearch, Signoz

Web Development & Support
- HTML, CSS, React (Learning), Python (Basics)
- L1 Technical Support, Front-end Debugging

Backend & Database
- SQL Server, REST APIs

Tools & Platforms
- Visual Studio Code, Jira, GitHub

Work Experience

Operations Associate, Vananam Rewards Pvt Ltd
Bengaluru, India |July 2024 – Current

- Worked closely with technical teams to debug product-level issues and performed **REST API** testing using **Postman** to validate request-response behavior.
- Designed and maintained **SQL update scripts** to manage status changes for bill payments and pending orders, improving operational efficiency.
- Executed SQL delete operations to securely remove specific user accounts from the Client Portal based on authorized requests.
- Participated in API testing using Postman to validate request/response behavior and identify the issues.
- Created vendor dashboard document and SOPs to standardize operational troubleshooting procedures.
- Participated in UAT testing for feature releases, validating data integrity across front-end interfaces and backend systems.
- Collaborated with developers and QA teams to track bugs and requests using Jira, ensuring timely resolution of reported issues.

Customer Support Specialist, WB Solutions Pvt Ltd
Tampa, Florida (Remote) |Sep 2022 – Oct 2023

- Respond to customer inquiries via email, chat and **ticketing system** in a timely and professional manner.
- Maintained detailed records of interactions and ensured timely issue resolution.
- Resolved complaints with empathy and professionalism.
- Adhere to **service level agreements (SLAs)** and quality standards
- Escalate complex issues to appropriate internal teams and follow up to ensure resolution.
- Follow up with customers to confirm issue resolution and satisfaction.
- Gained exposure to production monitoring using **OpenSearch** and **Signoz**.

Junior Developer, Hebeon Technologies Pvt Ltd
Hyderabad, India (Remote) | Oct 2020 – Feb 2022

- Developed and maintained responsive front-end features for an e-learning platform using **HTML and CSS**, ensuring cross-browser compatibility and accessibility
- Collaborated with backend and content teams to integrate dynamic content from **SQL Server**.
- Used HTML, CSS, and **SQL Server queries** to manage, update, and optimize platform content for improved usability and consistency.
- Implemented UI enhancements to improve navigation, readability, and overall user experience.
- Identified and resolved front-end bugs and layout issues to ensure a smooth learning experience.
- Utilized **Visual Studio Code** for development, debugging, and version control workflows.

Internship
Hebeon Technologies Pvt Ltd – 3-month internship (Preceding full-time role)

Personal Projects
https://spandanass-portfolio.vercel.app/

Academic Qualification
Siddaganga Institute of Technology, Tumkur
Bachelor of Engineering, Information Science