SPANDANA S S

Phone: 9066545809 | Email: spandymayank@gmail.com

Location: Bangalore, India

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 upskilling my skills 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: HTML, CSS, React
- Backend & Database: SQL Server, REST API
- Tools & Platforms: Microsoft Office, Visual Studio Code, Jira

Academic Qualification

Bachelor of Engineering (Information Science)
CGPA: 7.22

Work Experience

Vananam Rewards Pvt Ltd (July 2024 – Present)
Role: Operations Associate

- Worked closely with technical teams to debug product-level issues and performed REST API testing using Postman to validate request-response behavior.
- Conducted backend data validation using SQL queries for transactional and order-related analysis.
- 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.
- Gained exposure to production monitoring using OpenSearch and Signoz.

WB Solutions Pvt Ltd (Sep 2022 – Oct 2023)
Role: Customer Support

- Responded to customer queries and managed escalations via phone, email, and chat.

- Maintained detailed records of interactions and ensured timely issue resolution.
- Resolved complaints with empathy and professionalism.

Hebeon Technologies Pvt Ltd (Oct 2020 – Feb 2022)
Role: Junior Developer

- Developed and maintained front-end features of an e-learning platform using HTML and CSS.
- Integrated backend content via SQL Server and assisted in minor schema changes.
- Used HTML and SQL Server to manage content and improve user experience.
- Worked with Visual Studio Code to implement feature improvements.

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

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

Personal Details
• Date of Birth: 25th January 1996
• Father's Name: Suresh Babu S N
• Mother's Name: Anitha S
• Nationality: Indian
• Languages Known: English, Kannada

Declaration
I hereby declare that the information provided above is true to the best of my knowledge and belief.

Place: Bangalore.
Signature: Spandana S S