

Madgula Raghu Siddharth

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Objective: Passionate about Software Development, with a background as IT support Engineer. Seeking to leverage my 9+ experience and skills in a software development role, contributing to agile teams and deploying impactful solutions.

Technical Skills:

- Languages: Python, JavaScript, React.js, SQL.
 - Web Technologies: HTML, CSS, GSAP, Git.
 - Tools & Platforms: Jira, Microsoft Office, UNIX CLI, Chrome OS Troubleshooting.
 - IT Skills: Windows, Linux Administration, Hardware Networking.
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Professional Experience:

MCE- Seller Partner and Services (2021 – Present)

We are tasked with deploying metadata changes for seller central website to reduce seller listing friction. I was Awarded for productivity and quality improvements through stakeholder communication and process documentation.

Tech Stack: HTML, CSS, JSON, Dynamo DB.

Global- IT Support Engineer (2019 -2021)

IT support for Amazon's global employee base, specializing in Windows troubleshooting and device administration. Recognized for outstanding performance and customer service excellence.

Tech Stack: LINUX, Windows Administration, Active Directory, JAMF, MDM, SCCM.

Virtual Operations Tech Support (2016 -2019)

Managed virtual support for Amazonians including onboarding, troubleshooting, and logistics management. Led projects on process improvement and SOP creations for global operations.

Tools: Asset Management, Ticket Management, Excel, Imaging, Networking.

Customer Service Associate (2014-2016)

Handled retail domain customer service for US/UK/IN markets, specializing in escalation management and new hire training. Played a key role in teams like Amazon Pay, ACES, Amazon Account Change, Search and Rescue Teams.

Achievements:

- Customer Obsession Award
- Best Customer Service Associate
- Outstanding Performance as IT Administrator
- Captain Efficiency Award for productivity and quality metrics.

Certification:

- CompTIA+, CompTIA Linux+, Change Management, Global IT MDM Support, Asset Inventory Management.

Projects:

- Responsive Websites (HTML, CSS, JavaScript), Construction Cost Application (Python)

Education:

- Master's in HR & Marketing, St Martin's Institute of Business Management.
- Bachelor's Degree in Computer Science & Electronics, Osmania University.