Top Skills

Microsoft Word

Microsoft PowerPoint

Software Development Life Cycle
(SDLC)

Languages

English

Telugu

Hindi

Lakshmi Manasa Pandiri

Lead Developer at Cartly Inc
Brampton, Ontario, Canada

Summary

- 15+ years of IT Experience, specialized on Web Application
development and customer support.
-       Experience with all latest cutting edge web technologies.
(NodeJS, Angular)
- Sun Certified Java Programmer and Sun Certified Web Component
Developer.
- Outstanding communication, team management, project
management and organizational skills.
- Knowledgeable in all aspects of Release Management under
complex environment.
- Good expertise on Linux scripting, change management & incident
management.
- Excels in support to QA Staff, Global Support Team and External
Customers.
- Proven experience in excellent customer support remotely.
- Good understanding on Software Product Development Lifecycle.

Experience

Hewlett Packard Enterprise
Technical Consultant
April 2021 - Present (3 years 4 months)
Mississauga, Ontario, Canada

Cartly Inc.
Co Founder and CTO
September 2014 - Present (9 years 11 months)
Mississauga, Ontario, Canada

Developing the website for the consumer, supplier and administrator.

Need to provide roadmap for developers

Architect the solution

Monitor and support the infrastructure

Hewlett Packard Enterprise
Technical Support Analyst
June 2017 - June 2019 (2 years 1 month)
Toronto, Canada Area

DSR (Data Services Rating) is solution provided to Rogers Communications Inc, by Hewlett Packard Canada Co.

Technologies involved are Java, HP IUM (Internet Usage Manager), TimesTen DB, Oracle DB & Shell Script.

Roles and Responsibilities:

Worked on issues raised by customer and stood by SLAs.

Involved in customer support for all customizations as per their requirements.

Provided code fixes to resolve the issues, by maintaining the code stability.

Established "best practices", devised & implemented process documents.

Awards and Recognition:

• Received continuous appreciations from Management for performance.

Xyleme, Inc.
Technical Support Specialist
October 2014 - November 2016 (2 years 2 months)

Supporting the customers providing the bug analysis and fixes.

Hewlett Packard Enterprise
Technology Consultant
August 2008 - October 2013 (5 years 3 months)

The key roles I played:

- Support Lead.

Convincing customers and winning their confidence.

Writing detailed emails.

Debugging the complex applications.

- Release Coordinator.

Managing releases and deployments in customer environment.

- Developer

Developing the complex applications as per customer requirement.

Presenting the solution to customers and win their appraises.

- Trainer

Training engineers as per their job roles.

Encouraging them to learn and get certified on the skills.

Education

G Narayanamma Institute of Technology and Science

Bachelor of Technology (B.Tech.), Computer Science · (2004 - 2008)

Sri Chaitanya Educational Institutions

Intermediate, MPC · (2002 - 2004)