Ranjith Sreekar Anuradha Gopinath

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Full-Stack Software Developer with hands-on experience building and deploying cross-platform mobile applications using React Native, Node.js, and cloud services. Strong foundation in Python, JavaScript, REST APIs, and system design, with prior experience in enterprise IT environments. Proven ability to design end-to-end solutions, integrate third-party APIs, and deliver scalable, user-focused applications. Actively seeking Software Developer / Full-Stack Engineer roles.

EDUCATION

CALIFORNIA STATE UNIVERSITY, DOMINGUEZ HILLS.
Master's in Computer Science.   (Aug 2022 – Dec 2024)

PERI INSTITUTE OF TECHNOLOGY.
Bachelor's in Electronics and Communications. (Aug 2016 – Dec 2020)

TECHNICAL SKILLS

Languages: Python, JavaScript, TypeScript, Java
Frontend & Mobile: React Native (Expo), React, HTML, CSS
Backend: Node.js, Express, REST APIs
Databases: MongoDB, Firebase
Cloud & Tools: AWS, Azure, Git, GitHub, Postman
Operating Systems: Linux, Windows, macOS

Work Experience

Full-Stack Developer — HealthW AI (HWAI)

Independent Software Project | 2024 – Present

- Designed and developed a cross-platform health and wellness mobile application for Android and iOS using React Native (Expo).
- Built and integrated backend services using Node.js and Express, consuming third-party APIs for weather, content, and location-based features.
- Implemented secure authentication, RESTful APIs, and persistent data storage using MongoDB and Firebase.
- Developed modular frontend components and backend services following scalable application architecture principles.
- Managed debugging, testing, build, and deployment workflows for mobile and backend components.

Technical Support Specialist – The Ups Store,   January 2025 – Present

- Maintained and supported POS systems, monitors, printers, and networking equipment to ensure uninterrupted store operations.
- Managed and troubleshot UPS and USPS portals, resolving technical issues related to shipping and label generation.
- Diagnosed and fixed hardware and software problems, improving system performance and minimizing downtime.
- Assisted with system integrations, updates, and internal tool deployments, enhancing operational efficiency and reliability.

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IT Student Employee – Service Management, <u>California State University, Dominguez Hills.</u> (April 2023 – December 2024**)**

- Managed 100+ IT assets and implemented automation scripts using Python and Java to streamline lifecycle tracking and system updates.
- Used ServiceNow to resolve user tickets efficiently, integrating backend support with data-driven issue tracking and reporting.
- Collaborated with cross-functional teams to support and enhance technical infrastructure, applying object-oriented and full-stack development principles in support tools.

Customer Service Associate, <u>Sutherland</u>   April 2022– July 2022

- Delivered customer and technical support for Amazon users, assisting with order tracking, account management, and issue resolution.
- Resolved customer issues with a 95% satisfaction rate by adhering to Amazon's customer obsession principles.
- Gathered actionable feedback from 50+ customer interactions daily, contributing to service improvement initiatives.
- Used Amazon's proprietary support tools and CRM systems to document tickets, track issues, and escalate as needed.
- Maintained high compliance with Amazon's policies while ensuring quick, empathetic, and accurate resolutions.

Customer Service Representative, <u>Teleperformance</u>   April 2021 – August 2021
- Delivered technical and customer support for Flipkart users, assisting with order issues, returns, and account related concerns.
- Handled 60+ customer queries per day through voice and chat channels, ensuring high satisfaction and fast resolution times.
- Used Flipkart's internal ticketing and CRM systems to track cases, escalate technical issues, and provide accurate solutions.
- Followed Flipkart's service guidelines to maintain quality standards and support process efficiency.
- Collaborated with backend teams to flag recurring issues, contributing to workflow improvements.