

Sai Kumar Pagilla

Client Associate
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🐙 GitHub Profile

🌐 LinkedIn Profile

PROFESSIONAL SUMMARY

A dedicated and results-oriented Client Associate with 1 year of experience at eRetail Cybertech Pvt. Ltd., providing high-quality support to BigBasket. Skilled in leveraging SQL and JavaScript to troubleshoot, analyze, and resolve technical issues efficiently. Adept at delivering solutions that enhance user experience and maintain seamless client interactions. Proven ability to adapt to dynamic environments, prioritize tasks, and communicate effectively with cross-functional teams. Seeking to expand expertise in client support and technical problem-solving in a fast-paced setting.

EDUCATION

- **Bachelor of Technology in Electrical & Electronics Engineering** 2018-22
Anubose Institute of Technology, Palwancha CGPA: 7.1
- **Intermediate** 2016-18
Triveni Junior College, Bhadrachalam Percentage: 91.1%
- **Secondary School Education** 2015-16
Jyothi High School, Bhadrachalam CGPA: 9.2

EXPERIENCE

- **Client Associate** Jan 2024 - Jan 2025
Company: eRetail Cybertech Pvt Ltd, Hyderabad

BigBasket - Warehouse Management Sytem(WMS) , Team Size: 14

- The BigBasket Warehouse Management System (WMS) is integral to BigBasket's groceries, designed to streamline inventory management, order fulfillment, and shipment tracking. Powered by FlexiWare Web Application the system enables seamless coordination between warehouse staff, inventory management, and BigBasket's retail platform. It ensures accurate real-timestock tracking, efficient order processing, and timely deliveries. The WMS supports warehouse operations by enabling barcode scanning for inventory accuracy,It also provides detailed reporting tools to optimize operations and decision-making.
- **Tools & Technologies:**
- Javascript, HTML, CSS, SQL Server, Defect Tracking Tools: Jira, Azure
- **Key Responsibilities:**
- Responsible for providing end-to-end application support for the BigBasket WMS, ensuring the smooth running of day-to-day operations in a high-availability environment.
- Hands-on expertise in resolving application issues through effective troubleshooting and resolving using JavaScript, HTML, CSS and MySQL.
- Hands-on expertise in MySQL, SQL Server, and web-based applications, ensuring robust database operations and system performance.
- Experienced in troubleshooting SQL Server databases, particularly in resolving master file corruption and other critical issues.
- Conduct system upgrades and patches, ensuring minimal downtime and a seamless user experience.
- Provide 24/7 client support, ensuring high availability and reliability of critical systems.

TECHNICAL SKILLS AND INTERESTS

Languages: C, Java, Javascript

Tools & Technologies: HTML, CSS, Bootstrap 5, Spring Boot, VS Code, Git, Github, Azure Cloud, MS Office Tools

Databases: MySQL, Oracle SQL

Defect Tracking Tools: Jira, Azure

Language Known: English, Telugu, Hindi

Soft Skills: Problem Solving, Self-learning, Adaptability

PERSONAL PROJECTS

- **Listify - A Task Management Tool** [↗](#)

A simple task management application which is designed track the daily tasks

- Listify is a simple Task Management application which is designed to add, track the daily tasks with interactive features like task addition, search etc.
- Tools & Technologies Used: Javascript, HTML, CSS, Bootstrap, VS Code, Git & GitHub.

- **Pen & Pixel - A Blog Website** [↗](#)

A blog website UI Developed using HTML, CSS, Bootstrap & Javascript

- Pen & Pixel is a professional blogging website UI with a modern design where different blogs can be published. It is developed using HTML, CSS, Bootstrap, JS & deployed on GitHub Pages
- Tools & Technology Used: HTML, CSS, Bootstrap, VS Code, Git & GitHub.

- **Cupid Realm - A Dating Site UI** [↗](#)

Cupid Realm is a modern dating website UI Developed using HTML, CSS & Bootstrap

- Designed & Developed Modern Dating Website UI using Bootstrap, CSS, HTML & Deployed the site in GitHub Pages
- Tools & Technology Used: HTML, CSS, Bootstrap, VS Code, Git & GitHub.

CERTIFICATIONS & ACHIEVEMENTS

- **Azure Fundamentals (AZ-900) Certification**

- **Certification in Web Development with Java Spring Boot.**