

# Sangeetha Rani

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## WORK EXPERIENCE

**Job Title** — Sutherland Global Services, Chennai, India.

### September 2004 - December 2009

- Acer Laptops (Aug 2008 to Dec 2009)- As a Subject Matter Expert/ Team leader handled a team of 20 new associates, coached, trained them on process, product and policy.
- Dell laptops (Nov 2007 to Aug 2008)- As an L2/Supervisor handled a team of 15 both experienced and inexperienced tech associates.
- Hp laptops (Dec 2006 to Nov 2007)- As an Agent Support Group/SME handled a team of 25 experienced tech associates.
- Hp laptops (Aug 2006 to Dec 2006)- As a Call-back associate handled all open cases and fetched 4 CSAT in a week, which is very rare as a Call-back associate.
- Hp laptops (April 2005 to Aug 2006)- As a Tech support associate handled around 20 calls/day, had been a consistent performer.
- Hp Out Of Warranty support (September 2004 to March 2005) - As customer support associate- Handled consumer calls and transferred them to the respective product/tech support.

**Tech Support** — Sutherland Global Services, Chennai, India

April 2005 - December 2009

- Provided technical support by handling the customer calls, and helping them in fixing computer problems.
- Troubleshoot/diagnose the software and hardware issues with the computer running Windows OS.

## PROJECT EXPERIENCE

**Recipe-Keeper** - A web app to hold recipes all in one place.

I come from a community where we are well known for recipes. And i want to preserve my community recipes all in one place for future generations.

- User can create/save/edit/delete recipes.
- Future plans - to implement a share option and a user login functionality to protect the recipes from deletion.

## EDUCATION

**LaunchCode**, LC101 Programming Course — 2018.

**KLN Polytechnic**, Diploma in electronics and communication engineering — 2000.

## SKILLS

### PROGRAMMING LANGUAGES

- Java
- BootStrap
- Python
- HTML5/CSS3

### FRAMEWORKS

- Spring Boot
- Hibernate

### DATABASES

- MySQL

### TOOLS

- IntelliJ
- BootStrap
- Thymeleaf

