

Sangita Rawlo

Software Developer Engineer

Aspiring Software Developer with a strong foundation in customer support and a passion for transitioning into technical roles. Currently pursuing an MSc in Computer Science, focusing on software development, algorithms, and system design. Leverages problem-solving and communication skills to address technical challenges effectively.

rawlosangita@gmail.com

+91 9010351688

Telangana, India

linkedin.com/in/sangeeta-rawlo

github.com/sangitarawlo

WORK EXPERIENCE

Customer Assistant

Tech Mahindra / Hyderabad, India

08/2021 - 08/2022

Achievements/Tasks

- Provided customer support through email, chat, and social media.
- Created documentation for self-service support, improving resolution times.
- Specialized in managing customer queries across various industries..

Customer Support Specialist

Sutherland global solutions / Hyderabad, India

01/2022 - 12/2023

Achievements/Tasks

- Delivered exceptional service by addressing customer queries efficiently.
- Resolved customer issues promptly, ensuring high satisfaction.
- Represented the company in customer-facing roles, focusing on problem-solving.

EDUCATION

MSc Computer Science

Bhavans Vivekananda College

08/2023 - Present

Hyderabad, India

BSc Bachelor of Science

Bhavans Vivekananda College

06/2017 - 01/2020

Hyderabad, India

Intermediate

Narayana Junior College

06/2015 - 03/2017

Hyderabad, India

Matriculation

Kendriya Vidyalaya

06/2007 - 06/2015

Hyderabad, India

TECHNICAL SKILLS

Python

C#

Data Structures & Algorithms

Computer Network

Security Network

RDBMS

Java

React JS

Node JS

Django

SQL

PERSONAL PROJECTS

Data Analysis with Pandas - python

- Analyzed datasets using Pandas, created visualizations with Matplotlib and Seaborn, and derived insights from data.

Task Manager Web App - React.js, Node.js, SQL

- Built a task management platform with features like task creation, updates, and role-based access.
- Designed a responsive UI and developed REST APIs for data interaction

To-Do List Application - Java

- Create a console-based application to manage tasks, allowing users to add, edit, and delete tasks.

E-Commerce Platform - React.js, Django, SQL

- Developed an e-commerce platform with features like product listing, cart, and checkout.
- Integrated secure authentication and intuitive frontend design.

Weather App - C# ASP.net

- Fetched and displayed weather data using APIs for various locations.

CERTIFICATES

NCC - C Certificate (08/2017 - 12/2020)

Demonstrated leadership and team skills through National Cadet Corps activities.

ORGANIZATIONS

The Shield (08/2023 - Present)

Self Defense Trainer

LANGUAGES

English

Full Professional Proficiency

Odiya

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency

Telugu

Full Professional Proficiency