SACHIN R

Bengaluru, Karnataka

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Enthusiastic software engineer working as Junior Customer Success at Phi Commerce, and demonstrated history of working as an intern in full stack application development using Python framework. Skilled in DBMS, MySQL, Linux, C, Python and HTML programming. Strong operations graduate with a Bachelor of Engineering focused in Computer Science Engineering from Visvesvaraya Technological University.

WORK EXPERIENCE

Jr customer success

Phi Commerce Private Limited - Full time   (Nov 2023 - Present)

- Providing dedicated L1 Support for transactions conducted through the PayPhi gateway as part of the BIAL project.
- Investigate transaction-related queries in the database through AWS server and perform thorough analysis to identify and resolve issues promptly.
- Extract transaction reports from the database and prepare comprehensive summaries for internal review and client communication.
- Collaborate closely with technical team and project managers, to address complex transaction issues and ensure timely resolution.
- Proactively engage with clients to understand their transaction needs, preferences, and challenges, and provide personalized recommendations and solutions.
- Document all client interactions and issue resolutions accurately to maintain a detailed record of client communications and transactions.
- Continuously monitor transaction performance metrics and identify opportunities for process optimization and improvement to enhance overall client satisfaction.

Full-stack Developer

K-AKA Technology and Services - Internship   (Oct 2021 – Dec 2021)

- Underwent formal training on tkinter package in Python to develop Graphical User Interface for the Banking Application.
- Underwent formal training on Python 3.8 programming using Spider (Anaconda 3) Integrated Development Environment.
- Performed requirement analysis for the Banking application.
- Developed holistic application for Banking following the waterfall model of Software Development Life Cycle.
- Used Google Firebase as real-time database and also for email and password authentication.
- Used Fast2SMS web service to develop One Time Password authentication feature in the Banking Application.

PUBLICATIONS

IOT based Automatic Safety Monitoring System for COVID-19 Prevention - 2022

http://www.ijaresm.com/search?x=4&y=7&keyword2=IOT+based+Automatic+Safety+Monitoring+System+for+CO VID-19+Prevention

CERTIFICATES

Python 101 for Data Science (Cognitive Class)
https://courses.cognitiveclass.ai/certificates/560ac2098fec4990bfbf7d5cc4ac7a02

SQL and Relational Databases 101 (Cognitive Class)
https://courses.cognitiveclass.ai/certificates/461bb5e39e61489b85c2f60457088ddf

Technical Support Fundamentals (Coursera)
https://www.coursera.org/account/accomplishments/verify/JU54YB7V7RG4?utm_source=mobile&utm_medium=certificate&utm_content=cert_image&utm_campaign=sharing_cta&utm_product=course

TECHNICAL SKILLS

- DBMS
- MySQL
- Linux
- AWS
- Python
- C Programming
- tkinter
- HTML and CSS

LANGUAGES

Mother tongue(s):   **KANNADA**

Other language(s): **ENGLISH – B2**

EDUCATION AND TRAINING

July 2019   **–** Aug 2022
BACHELOR OF ENGINEERING – Visvesvaraya Technological University

Field(s) of study
Computer Science
Grade 7.53 CGPA

June 2016 **–** July 2019
DIPLOMA - PVP Polytechnic

Field(s) of study
Computer Science
Grade 65%