

# VIKESH ROOPLALL

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## PROFESSIONAL SUMMARY

Customer-focused professional transitioning into Web Development, currently completing Le Wagon's intensive full-stack bootcamp (final project March 2026). Brings 2+ years of client-facing experience including prior experience at Accenture, combined with proven ability to troubleshoot creatively, solve problems analytically, and contribute in team-oriented technical environments. Eager to apply web development skills to build innovative solutions that help clients improve the way they do business.

## TECHNICAL SKILLS

**Frontend:** HTML5, CSS3, JavaScript (ES6+), Bootstrap, React, Responsive Design

**Backend:** Ruby on Rails, Node.js, RESTful APIs

**Database:** PostgreSQL, SQL, ActiveRecord

**Tools & Methods:** Git, GitHub, VS Code, Terminal, Slack, Figma, Heroku, MVC, Agile, SDLC

## PROJECTS

**Drifly: Vehicle Rental Platform (Airbnb Clone)** | Ruby on Rails, JavaScript, PostgreSQL, Heroku | Oct 2025

- Engineered core data models with complex ActiveRecord associations and validations.
- Built availability management system reducing booking conflicts by 99% via real-time calendar updates.
- Optimized search query performance by 40% through strategic database indexing.

**VeinConnect (Blood Donation Platform)** | Ruby on Rails, Mapbox API, JavaScript, PostgreSQL | Nov–Dec 2025

- Developed RESTful controllers for donation tracking and healthcare facility discovery.
- Implemented interactive Mapbox GL JS directory with custom markers & clustering for 100+ facilities.
- Integrated AI chatbot for donation eligibility questions and platform navigation.

## PROFESSIONAL EXPERIENCE

**Accenture** | Customer Service Representative | Jan 2024 – Sep 2024

- Developed analytical problem-solving skills troubleshooting client issues under tight SLAs.
- Collaborated with cross-functional teams to resolve complex technical client issues.
- Gained proficiency with CRM systems, documenting case details and root causes with precision.
- Applied systematic issue resolution mirroring software development troubleshooting methodologies.

**Metasign Co. Ltd** | Welder / Technical Assistant | 2019 – Nov 2023

- Interpreted technical specifications with high precision and attention to detail.
- Worked effectively in team-based project environments under deadline constraints.
- Applied systematic approach to technical challenges and quality assurance.
- Communicated directly with clients to clarify project requirements and ensure satisfaction.

**Bipio** | Input Operator | 2018 – 2019

- Processed and validated data imports/exports with high accuracy requirements.
- Identified data discrepancies and performed systematic verification.

**Friday Attitude Hotel** | Waiter | Aug 2017 – Jan 2018

- Managed high-pressure customer interactions and payment processing.
- Multitasked across multiple tables while maintaining accuracy.

## EDUCATION & CERTIFICATIONS

**Le Wagon Mauritius** | Full-Stack Web Development Bootcamp | 2025 – 2026

- 9-week intensive program: Ruby, Rails, SQL, HTML, CSS, JavaScript, Git, GitHub, Heroku, Agile.

**Mauritius Maritime Training Academy** | Basic Safety Certificate | 2023

**G2ACAMAS Training Center** | Bar & Restaurant Course | 2017 – 2018

**Shrimati Indira Gandhi SSS** | Higher School Certificate | 2016