VIKESH ROOPLALL

📍 Tancrel Road, Montagne Blanche | 📞 (+230) 58114287 | ✉ rooplallv50@gmail.com

🔗 linkedin.com/in/vikeshrooplall | 🔗 github.com/vikeshrooplall | 🌐 vikeshrooplall.github.io

PROFESSIONAL SUMMARY

Customer focused professional transitioning into IT and Web Development, currently completing Le Wagon's intensive full-stack bootcamp (final project March 2026). Brings more than 2 years of client facing experience from different companies (Accenture, Metasign Co. Ltd & Urban Square & Friday Attitude Hotel) combined with proven ability to troubleshoot, document processes, and learn technical systems rapidly.

TECHNICAL SKILLS

Category	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 Architecture

PROFESSIONAL EXPERIENCES

Accenture | Customer Service Representative | January 2024 – September 2024
• Developed analytical problem-solving skills in technical service environment
• Collaborated with cross-functional teams to resolve complex client issues
• Gained proficiency with CRM systems and structured workflow management
• Served as first point of contact for client inquiries, resolving issues under tight SLAs
• Documented case details, root causes, and resolutions in internal systems

Metasign Co. Ltd | Welder / Technical Assistant | 2019 – November 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
• Consistently delivered projects on time while meeting quality and safety standards
• Maintained strong focus on accuracy to reduce rework and ensure efficient project completion

Bipio | Input Operator
2018 – 2019
• Processed and validated data imports/exports with high accuracy requirements
• Identified data discrepancies and performed systematic verification – analytical mindset valued in IT support

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 (Final Project: 25 March 2026)
9-week intensive coding program
Curriculum: Ruby, Rails, SQL, HTML, CSS, JavaScript, Git, GitHub, Heroku
Final project: Building a fully functional web application in a team using Agile methodology

Mauritius Maritime Training Academy | Basic Safety Certificate
2023
G2ACAMAS Training Center | Bar & Restaurant Course
2017 – 2018
Shrimati Indira Gandhi SSS | Higher School Certificate
2016

ADDITIONAL SKILLS

• Strong analytical and problem-solving capabilities
• Meticulous attention to detail from technical background
• Quick adaptability to new technologies and environments
• Effective communicator with customer service experience