

YEDUVAKA VINAYKUMAR

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Associate Software Development Engineer

MONGODB | SQL | JAVA | Python

Highly motivated, ambitious and organized individual seeking Associate Software Development Engineer in the Swiggy company where I can utilize the my 1 year and 6 months of hands-on experience as a Tech Support Engineer, I have been instrumental in providing efficient technical assistance and issue resolution. My expertise extends to specialized areas, particularly in MongoDB and SQL, where I've successfully navigated complex database challenges and contributed to the seamless operation of IT systems.

PROFESSIONAL EXPERIENCE

Tech Support Engineer- Creditvidya

SEP 2022 - Present

Hyderabad

- As a Support Engineer, I played a pivotal role in providing technical support and leveraging MongoDB and SQL databases.
- Alongside Python scripting to resolve customer issues and enhance the functionality of our product.
- In my 1 year and 6 months as a Tech Support Engineer, I consistently achieved a 95% customer satisfaction rate by resolving over 200 technical support tickets monthly.

EDUCATION

Bachelor of Technology – Mechanical Engineering

2018-2022

AP IIIT RGUKT RKVALLEY/Kadapa, Andhra Pradesh (8.2 CGPA)

Intermediate – MPC

2016-2018

AP IIIT RGUKT RKVALLEY/Kadapa, Andhra Pradesh (7.7 CGPA)

SSC

2015-2016

ZPH School/Golzam, Andhra Pradesh (9.7CGPA)

PROFESSIONAL SKILLS

- Successfully resolved 200+ technical support tickets monthly, showcasing expertise in identifying and resolving a variety of technical issues.
- Developed and conducted training sessions for junior support staff, resulting in a 15% increase in team efficiency and issue resolution speed, showcasing leadership and mentoring abilities.
- Developed web applications using HTML, CSS, and JavaScript within the organizational context, showcasing proficiency in front-end web development. Demonstrated the ability to create visually appealing and responsive user interfaces while ensuring optimal functionality through effective use of HTML, CSS for styling, and JavaScript for interactive features.

CERTIFICATIONS

JAVA Certification

NOV 2023-JAN 2024

Frontlines EdTech private limited (FLM)

INTERESTS/HOBBIES

- Passionate about cricket, avidly following matches, and occasionally participating in friendly games.
- Dedicated reader, exploring a variety of genres to expand knowledge and enjoy diverse storytelling.
- Enjoying outings and nature walks, finding tranquility in the outdoors and staying active.

LANGUAGE COMPETENCIES

- Telugu: Native language
- English: Fluent (Speaking, Reading, Writing)
- Hindi: Fluent (Speaking, Reading, Writing)