

Vineela Gottimukkala

powered by
launch_code

SOFTWARE ENGINEER IN ST. LOUIS, MO

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Seeking opportunity to apply the technical, customer service, teamwork, and management skills learned in the classroom, the business world, and in independent projects, to a challenging and rewarding job involved in software development or web development.

LANGUAGES

- Java
- Python
- HTML5/CSS3
- SQL

FRAMEWORKS

- Spring Boot
- Flask
- Bootstrap

DATABASES

- MySQL
- T-SQL

TOOLS

- IntelliJ
- Visual Basic

EDUCATION

LaunchCode, LC101 Programming Course — 2019

Visakha Institute Of Engineering and Technology, Bachelor's Degree -Computer Science-2013

PROJECT EXPERIENCE

Online Restaurant Order - Launchcode

- Designed a website that helps users to order food online.
- It allows users to signup, login, see the menu and select items from the menu and place an order.
- The technologies used in this project are Java, Spring boot, MySQL, thymeleaf, html, CSS

Blogz - Launchcode

- A project completed in Lc101 class, it allows users to signup, Create and read blog posts.
- The technologies used in this project are Python, Flask, SQLAlchemy, jinja, MySQL, html.

Cheese-MVC-Persistent - Launchcode

- A project completed in Lc101 class, it allows to add, edit cheese category and Create the menu with cheese items.
- The technologies used in this project are Java, Spring boot, Spring MVC, MySQL, thymeleaf, html, CSS.

WORK EXPERIENCE

Seasonal Service Associate,Kohl's, Ofallon-Mo, Aug 2019 – Present

- Greet customers as they enter the store, Be Friendly and Helpful, Provide Prompt, Courteous Service, and thank our Customers.
- Maintain excellent customer service by cooperating and communicating professionally with other associates.

HelpDesk Analyst,Elsevier, St.Louis-Mo, July 2018 – November 2018

- Provides 2nd Line Support for customers and troubleshoot technical problems via phone.
- Manages end user tickets via Oracle Service Cloud (OSVC) from entry to resolution.
- Good Knowledge in ticketing systems like OSVC, JIRA, QuickBase.
- Serves as system administrator within various learning management systems (LMS) including Canvas, Blackboard, Brightspace, Moodle.
- Guiding customers in transition products from legacy to Next Generation (NG).
- Contacts team leads when assistance is needed with escalating or ongoing issues that cannot be resolved with typical solutions.
- Escalated the issues to different Departments based on the issue.
- Good knowledge in salesforce.

Food Bar Clerk,Schnucks Markets, St.Louis-Mo, July 2016 – July 2018

- Maintain appropriate bar and display conditions by filling, cleaning, straightening, culling and rotating product.
- Greet Customers and provide them samples as requested.
- Ordered, displayed, arranged and sold items in the salad bar and hot food section.
- Stocked soup, supplies, hot food bars, and dry goods.
- Make fruit and veggie trays as required.
- Interact with direct customers by phone to receive salad bar orders.