

Viswanadham Udaya Chitanya Krishna

udaycv333@gmail.com / +65 82928369 or +91 9063206794 | **Foreigner (require work pass to work in SG)**
[GitHub](#) / [LinkedIn](#) | [Portfolio](#)

Skills

Languages: Java, JavaScript, HTML5, CSS3, MySQL

Technologies & Tools: Bootstrap, jQuery, ExpressJS, NodeJS, React, MongoDB, Visual Studio code, Eclipse, GIT, Flutter, Oracle VM, MySQL Workbench, NPM, XAMPP and MS Office.

Work Experience

Singtel, Singapore - Internship

Sept 2019 – Feb 2020

Mobile support Engineer

- Provided End User / L1 support for the migration of Mobiles devices into Microsoft Intune platform via phone and email, to ensure better access to Intranet websites and office emails for Clients when there are out of office.
- Personally, troubleshooted and resolved issues with Xiaomi mobiles in the migration process such as unlocking locked device using device management portal and overriding security compliance of having startup passcode to provide temporary resolution. Performed minor solutions to help the migration process like restarting phone, cache deletion, updating android version and so on.
- Documented the issues our team faced during migration process and maintained FAQ's data in Singtel internal website. Escalated Incidents with Microsoft premium support and provided resolutions to the follow-up cases via phone and email. Our team achieved to migrate around 3500 devices in 4 months.

Chatbot Tester Trainee

- Created FAQ's using my knowledge gained in Migration Process to add as testing content in Dialog flow. Created intents and responses in Dialog flow testing environment to perform manual testing.
- Contributed FAQ content on two major topics among the top 5 topics, which generates 75% of work traffic to Singtel service desk and performed User Acceptance testing to ensure it pass the pilot testing performing by IT chatbot team in the first phase of testing along with other parts of the chatbot.

Education

UOW University of Wollongong Singapore

Oct 2020 - Oct 2022

Bachelor's degree in IT (Information Technology)

- Relevant Coursework: Software Development Methodologies, Business process management, Web Development, Database Systems, Management Information systems.

TP Temasek Polytechnic Singapore

Apr 2017 – Apr 2020

Diploma in IT (Information Technology)

- Relevant Coursework: Software Engineering, Business Information Systems, Python programming, Android development, Front-End Development, Game Design & Development and UI/UX.

Project Work

- Final Year Group Project using Flutter – Bachelor's project: Built a Travel guide app as a group which provides information about the best places to visit in SG and nearby places and provides users to create and interact with other users using Forums. Users can also upgrade to become influencers by providing Itinerary guides.
- Static Website: This Website is for User to store their Favourite Cartoons List. It has categories to display different genre of cartoons and movies as well as dark mode for user preference. HTML, CSS, JavaScript.
- Single Page Application Website: this Website loads multiple products information in the same section without reloading the whole website. HTML, CSS, JavaScript, Bootstrap, jQuery.

Certificates

- **React Basics by Meta:** Coursera course Certificate.
- **Programming with JavaScript by Meta:** Coursera course Certificate.
- **Introduction to Front-End Development by Meta:** Coursera course Certificate.
- **Certificate of Performance:** Coding for ALL (Python) Awarded by Temasek Polytechnic.