

DEEKSHA

Junior Software Developer

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🌐 [linkedin.com](#) 🌐 [portfolio.com](#) 🌐 [github.com](#) 🌐 [certifications](#)

Professional Summary

Ambitious Computer Science graduate with a strong foundation in Java, SQL, Cloud, and web technologies, coupled with a year of experience in customer-facing roles. Proven ability to deliver technical support, drive sales, and manage client relationships across international markets. Eager to leverage hands-on project experience in Android and database-driven applications to contribute to innovative software development.

Work Experience

Oct 2024 - Oct 2025

Junior Associate – Operations (Technical Support)

UnifyCX

- Provided expert technical support to over 50 US & UK clients weekly, effectively resolving complex website, WordPress, and email configuration issues, ensuring high customer satisfaction.
- Advised clients on effective marketing strategies and optimal product positioning, contributing to successful customer acquisition and retention initiatives.
- Drove sales and client acquisition through engaging product pitches and proactive engagement, managing end-to-end customer communication across diverse international markets.

Notable Achievements

- ✓ Provided expert technical support to over 50 US & UK clients weekly, consistently achieving high customer satisfaction by effectively resolving website and email configuration issues.
- ✓ Developed an Android application to automate student attendance tracking, significantly improving data accuracy and reducing manual record-keeping efforts.
- ✓ Engineered a comprehensive system for inventory, payroll, and operational record management, enhancing efficiency and supporting data-driven decision-making for agricultural operations.
- ✓ Led client engagement, product pitching, and acquisition efforts across international markets, successfully driving sales and managing end-to-end customer communication.

Projects

myAT - Student Attendance Tracker

Technologies: Android Studio, SQLite

Engineered an Android application using Android Studio and SQLite to automate student attendance tracking, significantly improving data accuracy and reducing manual record-keeping processes.

Pepper Production Management System

Technologies: Java, Oracle, Netbeans

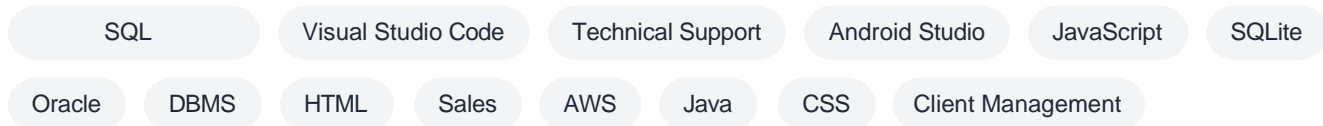
Developed a comprehensive management system using Java, Oracle, and Netbeans, streamlining inventory, payroll, and operational record management to enhance efficiency and support data-driven decision-making for pepper farming operations.

Diagnosis of Diseases by Face Recognition

Technologies: Python, CNN, Transfer Learning, Jupyter Notebook

Designed and implemented a deep learning project utilizing Python, CNN, Transfer Learning, and Jupyter Notebook to classify diseases from facial images, including advanced image preprocessing, model training, and prediction for experimental evaluation.

Skills



Education

2020 - 2024	Bachelor of Engineering (B.E.) in Computer Science Sahyadri College of Engineering and Management CGPA: 7.80
2018 - 2020	Pre-University (PCMC) Govinda Dasa Pre-University College Percentage: 84.66%
2018	High School Education Infant Mary School, Katipalla Percentage: 90.24%

Accomplishments

Certifications

- **AWS Certified Cloud Practitioner (CLF-C01)** - ICT Academy
- **C# Programming Fundamentals & .NET Development** - freeCodeCamp (2024)
- **Microsoft Azure Fundamentals** - Microsoft