



SURENDRA DONTHAMSETTI

Technical Specialist cum Architect | Business Development & WordPress & PHP FrontEnd Developer

EDUCATION

Satya Institute Of Engineering And Management - Vizianagaram, Andhra Pradesh

March 18 (**Discontinued**)

Bachelors in Electronics And Communication Engineering

Sri Teja Junior College - Sangareddy, Andhra Pradesh

March 2013

Higher Secondary(12th) in science

ST Anthony's High School - Sangareddy, Andhra Pradesh

March 2008

Secondary(10th) in All Subjects

WORK EXPERIENCE

WareShare Technologies Pvt. Ltd (rentOcart.com) - Technical Architect

May 2022 – Oct 2024

Worked as Technical Specialist Job role was Managed escalations and resolved 95% of customer tickets within strict timelines, increasing customer satisfaction. Spearheaded communication with clients, enhancing client retention by 15%. Developed and implemented sales strategies, boosting revenue by 20% annually. Resolved over 500 customer issues via phone, email, and chat, maintaining an average response time of 24 hours.

Litigo Legal Services Pvt. Ltd. (litigolegal.com)- PHP WordPress Developer

October 2023 – Present

Worked as a Freelancer in WordPress and WooCommerce development, with additional expertise in other e-commerce platforms such as Shopify for basic functionality. Customize WordPress themes and templates to align with visual design and branding guidelines, as well as developing custom themes, plugins, and widgets.

Experienced in optimizing graphics and visual elements using Photoshop and Illustrator for seamless website integration.

Tech Mahindra - Customer Service Specialist

September 2021 – March 2022

Worked as Customer Adviser for the client Flipkart India Private Limited Managed escalations and resolved 65% of customer tickets within strict timelines, increasing customer satisfaction.

FloatingChip Internet Technologies - Client Relationship Specialist cum Manager | Business Development

April 2018 – February 2021

Email and Chat Support, Provide assistance to company customers via email. Include developing customer relationships, solving customer issues, promoting products and services, maintaining their job knowledge, reporting to supervisors, and forwarding unresolved queries to specialists.

PROFILE

Skilled IT Engineer with over 8 years of experience, adept at aligning technical expertise with business goals. Proficient in WordPress, WooCommerce, and PHP development, with additional skills in server administration, e-commerce platforms, and responsive design. Open to both freelance and full-time roles.

Additionally, I am a seasoned Customer Service Specialist with 3+ years of experience in business development, client relationship management, and conflict resolution. Proven ability to enhance customer satisfaction, manage high-pressure situations, and drive growth through strategic initiatives. Strong communication, multitasking, and problem-solving skills, with a focus on fostering productive, long-term relationships.

CONTACT

PHONE:

9432-649-003

WEBSITE:

<https://www.surendradonthamsetti.com/>

LinkedIn

<https://www.linkedin.com/surendrad24>

EMAIL:

hi@surendradonthamsetti.com

HOBBIES

Reading
Sports
Travel
Music

LANGUAGES

- English (R | W | S)
- Hindi (R | W | S)
- Bengali (S)
- Telugu (native)

SKILLS

- Customer Service & Escalations Management
- Business Development & Client Relationship Management
- Conflict Resolution & Decision Making
- Communication & Interpersonal Skills
- Time Management & Leadership
- Advanced Product Knowledge
- Sales Forecasting & Strategy

TECHNICAL SKILLS

- **Languages:** PHP, Java, C, C++, Lua, Python
- **Web Technologies:** HTML, JavaScript, CSS
- **Area of Interest:** Web App Development, IOT Product Development, Android App Development, Cross Platform Mobile App Development
- **Versioning Tool:** Git (Bitbucket and GitLab)
- **Database:** MySQL
- **Hosting Platform:** Windows, Ubuntu
- **Web Servers:** XAMPP
- **CMS:** WordPress, OpenCart

REFERENCES

Umang Lalani
Founder of Rentocart.com | Founder of Corporate Connections Kolkata & BNI BBSR
umang@rentocart.com

Ankit Sureka
Founder & CEO @ Australian Translation Services & Floatingchip Internet Technologies
casualankit@gmail.com

GITHUB

<https://github.com/surendrad24>

Download Resume



WORK EXPERIENCE

Maven Infotech Pvt Ltd - Customer Support Specialist

January 2018 – March 2018

Managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.

OM Freight Forwarders Pvt. Ltd - Procurement Specialist

May 2015 – November 2015

Was Handling Logistics Activities for the client Cognizant Technology Solutions India Pvt. Ltd

Ruben Solution Marketing Ventures LLP - IT Support Engineer

February 2012 – October 2014

IT Admin (Hardware, Networking & Servers)

- Monitoring and Administration of the IT Infrastructure like Laptop, Desktop, Printer & scanners, Installation, configuration & troubleshooting of all types of Hardware and software applications problems.
- Set-up & Maintenance of IT network (LAN and WAN), Routers and Firewall system security.
- Working on Web Server, Control Panel, Software and Services such, File sharing Server(s) (FTP, NAS) etc.

Okay Call Centre Pvt.Ltd - Back Office Executive

February 2011 – November 2011

- Joined as an Intern and handled Back-office work like, providing administrative and managerial support for the staff working in the front office team.
- Performing basic admin duties including printing, sending emails, and ordering office supplies.
- And, also providing IT support like Installation, configuration & troubleshooting of all types of Hardware and software applications problems related to Desktop, Printer & scanners.
- Monitoring and Administration of the IT Infrastructure of all the branches of the company in Kolkata region.

AWARDS/ACHIEVEMENTS

Winner of Utkraanti-16

January 2016

Winner of Utkraanti-16 in Robotics Championship organized by Wingfotech Excellence at IIT Madras during Chemclave'16 and was Secured 1st Position in Final Round.

Winner of ELECTROCLIQUE-2K16

January 2016

Winner of ELECTROCLIQUE-2K16 in EEE Hardware Expo organized by Society of Electrical and Electronics Engineers at Gayatri Vidya Parishad College of Engineering and was Secured 2nd Position in Final Round.

Winner of iSquareR2016

January 2016

Winner of iSquareR2016 in Robotics Championship organized by GITAM University and was Secured 1st Position in Final Round.

- Attended the Two Days iSquareR2016 Seminar on Robotics in Space Technology organized by GITAM University

Runner of NRC

January 2017

Runner of NRC event in Mind Wave Control Robot at IIT Bombay organized by ARK Techno solutions.

Winner of STEPCONE2017

January 2017

Winner of STEPCONE2017 in Robo Contest organized by GMR Institute of Technology and was Secured 2nd Position in Final Round.

Winner of VIDHYUTRA2K17

January 2017

Winner of VIDHYUTRA2K17 in Project Expo organized by Gayatri Vidya Parishad College of Engineering and was Secured 3rd Position in Final Round.

- Attended the Two Days Particle (Microsoft) 2016 National Workshop on Fog Computing & Internet of Things organized by JNTUK UCEV