



SURENDRA DONTHAMSETTI

Technical Architect | Full Stack Developer | Shopify, AI Automation & API Integrations | Business Development | Hacking Hobbyist | Embedded Electronics & HAM Radio Hobbyist

PROFILE

Technical Architect and Full Stack Developer with 8+ years of experience across web development, e-commerce, automation, cybersecurity, IT operations, customer support and business development. Hands-on with PHP, JavaScript/TypeScript, React, Next.js, Node.js/Express, Python and CMS/e-commerce platforms including WordPress, WooCommerce and Shopify. Experienced in building practical, scalable solutions such as custom web apps, Shopify/WordPress implementations, AI/ML automations, API integrations, QR/link tools and IoT prototypes. Currently serving as Associate Full Stack Developer at PPCROY Tech Solutions, focused on full-stack application development, debugging, maintenance and feature delivery.

CONTACT

PHONE:
9432-649-003

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

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

EMAIL:
hi@surendradonthamsetti.com
surendrad24@gmail.com

HOBBIES

Reading
Sports
Travel
Music

LANGUAGES

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

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

PPCROY Tech Solutions - Associate Full Stack Developer

May 2025 – Present | Remote
Develop, test, debug and maintain full-stack applications that meet business needs, collaborating with senior developers, designers and cross-functional teams to deliver new features.
Support code reviews, troubleshoot technical issues, document development guidelines and apply best practices for secure, high-performing software.

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 | Freelancing
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.

SKILLS

- Full-stack development & technical architecture
- WordPress, WooCommerce, shopify development, e-commerce workflows & payment integrations
- AI automation, n8n workflows & prompt engineering
- Cybersecurity, VMDR, EDR & compliance awareness
- REST/GraphQL API integration & payment gateway implementation
- Client relationship management, business development & technical support
- IoT, embedded systems & hardware prototyping
- Troubleshooting, documentation & cross-functional delivery

TECHNICAL SKILLS

- **Languages:** PHP, JavaScript, TypeScript, Python, Java, C, C++, Lua
- **Frontend:** HTML5, CSS3, React.js, Next.js, AngularJS, React Native
- **Backend:** Node.js, Express.js, Django, Flask, REST APIs, GraphQL
- **CMS/E-commerce:** WordPress, WooCommerce, Shopify, OpenCart, Elementor
- **AI & Automation:** n8n, OpenAI integrations, AI agents, Google Apps Script, prompt engineering
- **Databases:** MySQL, PostgreSQL, MongoDB
- **DevOps/Tools:** Git, GitHub, GitLab, Bitbucket, Docker, CI/CD, Linux, Windows Server
- **Cybersecurity:** Vulnerability Management, VMDR, EDR, PCI Compliance, Policy Compliance, Security Operations
- **IoT/Embedded:** Arduino, Raspberry Pi, AVR, Espressif, Embedded C/C++, MQTT, I2C, SPI, UART

WORK EXPERIENCE

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.

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.

GITHUB

<https://github.com/surendrad24>

REFERENCES

Anjaneyulu Jadda

Founder & CEO @ PPCROY Tech Solutions | Founder of SCALEMINDS & RankGent
jadda@ppcroy.com

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

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