

Sridevi Kalagara

(636) 614 8433 / sridevi15k@gmail.com

[LinkedIn](#) / [GitHub](#) / [Netlify](#)

Professional Summary:

Aspiring full stack web developer with a background in Java script, HTML 5, CSS, and IT Support. Self-motivated, self-managing, results oriented, ready to learn and take on new challenges to exceed expectations. Expertise in problem solving, investigative research, troubleshooting capabilities, prioritizing, interpersonal, and analytical skills with a strong verbal and documentation skills.

Technical Skills:

- HTML5, CSS3, JavaScript, Node JS, JSON, Trello, Git, Git hub, Git Bash, Microsoft Word, Microsoft Excel, Microsoft PowerPoint
- Microsoft SQL Server
- ITSM Tools: ServiceNow
- Operating Systems: Windows and Linux, networking: FTP, SFTP, TCP/UDP, DNS, DHCP, NAT, VPN, Proxy, TCP/IP five-layer network model
- System administration and IT Infrastructure services: Virtualization, remote access using SSL, Active Directory, LDAP, software and platform services like E-mail, Chat and Security
- IT Security: OpenSSL, AAA Security, Network monitoring (Tcpdump, Wireshark), Wireless security protocols (WPA/WPA2)
- Agile methodologies

Continued Learning:

- Student attending the Savvy Coders Full Stack Web Development Boot Camp – 2020 – learning HTML5, CSS3, JavaScript, Node.JS, Trello, and Agile

Capstone Project:

- My capstone project as part of the Savvy Coders Web Development Boot Camp is a Warranty Reminder Application. The audience for this project is anyone who buys a product with a warranty from the manufacturer/retailer. This application is based on Single Page Application (SPA) which uses JavaScript, HTML5, and CSS3 for the front-end development, and JavaScript frameworks such as Node.js and Express for the back-end (server setup, API's) support, and PostgreSQL, and Firebase for database storage/integration, and authentication. This website relies on login/signup authentication as well as creating periodic reminders before the expiration date.

Personal Project/Interests related to technology:

- My interest in software development has led me to learn ServiceNow. While I was learning ServiceNow, I got to know Git, Github, and some hands-on experience trying JavaScript Code in developing ServiceNow instances.

Employment History:

Instacart In-Store Shopper

July 2019 – Jan 2020

- Enthusiastic, goal oriented, and passionate team member possessing the ability to work in a fast-paced environment, to perform at the highest level under stress, and adaptable to ensure efficient service delivery to customers with a proven track record of 100% customer satisfaction and rating of 4.95 out of 5.
- Effectively use the Instacart Shopper App and follow Instacart's best practices to connect with customers to consider and carefully address customer requests to ensure excellent service. Use independent food expertise and judgment to select replacements based on customer preference.
- Problem-solve and troubleshoot daily operational issues, approaching all facets with an analytical, data-driven mindset. Led by example the importance of extending positive customer service behaviors, such as immediate acknowledgement, sincerely thanking customers for their business and immediate follow up of customer concerns with a 'make it right' attitude.

www.tana2017.org

Jan 2017 – June 2017

Web Committee Co-Chair

- Provided website administration and maintenance of www.tana2017.org @ GoDaddy.
- Coordinated offshore, resolving/fixing issues, and handling maintenance requests.
- Integrated with a third-party system for online registration and payment.
- Developed load scripts using SQL Loader.
- Created and maintained site content using HTML and CSS.
- Provided superior customer service with registration and event details via incoming telephone calls and email inquiries.

S.K.S.D Mahila Kalasala Biochemistry Instructor

June 2003 – May 2006

- Responsible for teaching Biochemistry and Biotechnology for B.S students.
- Coordinated Biochemistry lab work and setup including ordering of equipment and

chemicals.

Education:

- Master of Science in Biochemistry
- BS in Biochemistry, Microbiology & Nutrition
- Full Stack Web Development from Savvy Coders

Certifications:

- Google IT Support Professional Certificate from Coursera
- Certification in MSSQL, Oracle from St. Louis Public library
- Agile Certification