SREELAKSHMI K K

DATABASE DEVLOPER

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SUMMARY

Dedicated and results-driven Database Developer with expertise in ERP and KOT systems. Proficient in database management, optimization, and integration within complex environments. Familiarity in Web API development using ASP.NET for seamless API integration. A collaborative team player with excellent communication skills, capable of effectively liaising with stakeholders to deliver high-quality solutions on time and within budget. Provided technical support and troubleshooting for database-related issues.

SKILLS

- Knowledge of Structured Query Language (SQL) for querying and managing databases.
- Experience in ERP database design, development, implementation, and maintenance.
- Ability to customize and integrate ERP solutions to meet business requirements.
- Familiar with HTML ,Java Script and CSS, enabling effective collaboration with front-end development teams.
- Detail-oriented and able to handle multiple tasks simultaneously
- Mathematics and Statistics

CERTIFICATIONS

- **Python For Data Science**
  - Powered by IBM

EDUCATION

Master in Computer Application

Chinmaya Institute of Technology,Kannur
CGPA:8.1
2020-2022

Bsc Mathematics

Sree Narayana College Kannur
CGPA:7.4
2017-2020

PROFESSIONAL EXPERIENCE

Database Developer

Glowsis Technology | 2023 -September to Present

- Dedicated SQL Developer with expertise in designing and optimizing database systems, writing efficient SQL queries, and ensuring data integrity for seamless and high-performance applications.
- Design and develop SQL queries, stored procedures, functions, and scripts to support application development and reporting requirements.
- Proficiency in ERP systems and Kitchen Order Ticket (KOT) systems used in restaurants
- Experience in ERP database design, development, implementation, and maintenance.
- Understanding of order processing workflows and kitchen management processes.
- Experience in integrating KOT systems with POS (Point of Sale) systems and other restaurant management software.

Junior support Engineer

GlowTouch Technologies | 2022-September to 2023- June

- Diagnose and troubleshoot issues related to web hosting, including server performance, domain management, email configuration, and website errors.
- Guide customers through setup processes and configurations.
- Respond to customer inquiries and support requests via email and chat
- Prepare and maintain reports on support activities, ticket statuses, and issue resolutions.

PROJECTS

ENTERPRISE RESOURCE PLANNING SYSTEMS

- Played a pivotal role in the development and maintenance of ERP systems.
- Collaborated with stakeholders to understand business requirements and translated them into efficient database designs.
- Implemented and optimized database schemas to support various modules such as finance, inventory management, procurement, and human resources.
- Integrated ERP systems with other business applications to streamline processes and improve data visibility across the organization.

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS

- Led database development efforts for CRM systems aimed at enhancing customer interactions and driving sales growth.
- Designed and implemented database structures to store customer data, interactions, and sales opportunities.
- Developed custom reports and dashboards to provide insights into customer behavior and sales performance.

KITCHEN ORDER TICKETING SYSTEMS

- Spearheaded database development initiatives for KOT systems in the Restaurant industry.
- Designed robust database architectures to handle high-volume orders and ensure real-time synchronization between front-end ordering interfaces and kitchen displays.
- Developed custom reports and dashboards to provide insights into customer behavior and sales performance.