

Ram Muduli

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Education

L.B.H.S.S. Trust's Institute of Computer Application

Currently Pursuing

Masters in Computer Application

Thakur College of Science and Commerce

May 2023

Bachelor of Science in IT

CGPA: 8.98

Skills

Web Technologies: HTML, CSS, JavaScript, Tailwind, React.js

Backend: Node.js, Express.js, REST APIs

Databases: MongoDB, PostgreSQL, MySQL, SQLite

Tools & DevOps: Git/GitHub, Docker, Redis, AWS, Vercel

Experience

Associate

2023 – 2026

Teleperformance Pvt

- Provided voice and non-voice support to **international clients**, resolving 40+ daily queries while maintaining a **95% customer satisfaction rate**.
- Managed back-office operations and handled **refund processing and escalations with the Better Business Bureau (BBB)**, improving resolution efficiency by 20%.

Web Developer Intern

Mar 2023 – May 2023

YOSHOPS

- Built responsive UI components using **HTML, CSS, JavaScript, React.js, and Tailwind CSS** for web applications.
- Developed projects such as a **blog marketplace and task manager** with authentication and REST API integration, improving page load performance by 20%.

Projects

LumosAI Source Code [🔗](#)

PERN Stack, OpenAI API, Tailwind CSS, Clerk, Cloudinary

- Built a full-stack **AI SaaS platform** with tools for image generation, resume review, and content writing using OpenAI APIs.
- Implemented **Clerk authentication, Neon PostgreSQL, and Cloudinary**, deploying the platform on Vercel.

Zephyr - AI Website Builder Source Code [🔗](#)

React, Node.js, PostgreSQL, OpenAI, Stripe

- Developed an AI-powered website builder that converts natural language prompts into functional websites.
- Integrated **OpenAI APIs**, version control for generated code, and **Stripe payments** for credit-based monetization.

Full Stack Grocery Delivery Website Source Code [🔗](#)

MongoDB, Express.js, React.js, Node.js, JWT, Stripe, Multer

- Built a full-stack MERN grocery delivery platform with user/admin roles and order management.
- Implemented **Stripe payments**, secure image uploads using **Multer**, and product CRUD APIs.

Leadership & Achievements

- **Top Performer – Teleperformance Pvt**
Recognized as **Employee of the Month (4 times)** for consistently achieving high customer satisfaction, productivity, and quality metrics in international support operations.
- **Team Support & Knowledge Sharing**
Assisted new team members through informal mentoring and knowledge sharing, improving onboarding efficiency and team performance.
- **Full Stack Development Projects**
Built multiple production-ready applications including an **AI SaaS platform, AI website builder, and job queue system**, demonstrating strong backend and system design skills.
- **Problem Solving & DSA Practice**
Actively practiced data structures and algorithms across platforms like LeetCode and GFG, strengthening problem-solving and logical thinking skills.