

# SAGAR DEVADIGA

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## CAREER OBJECTIVE

IT graduate with 20 months of experience in troubleshooting, customer support, and project development. Also skilled in UI/UX design, branding, and visual content. Seeking a role to apply my technical and design skills while continuing to grow in the tech industry.

## TECHNICAL SKILLS

Development • Java • Python • HTML • CSS • JS  
Frameworks • Android SDK • Django  
Design • Figma • Photoshop • XD • UI/UX Design  
Tools • Git • GitHub • MySQL • Web Hosting  
Testing • Responsive Design • Usability Heuristics • Accessibility

## PROFESSIONAL EXPERIENCE

### Troubleshooting Engineer – UnifyCX (Diya Systems) Aug 2024 - Present | Mangalore, Karnataka

- Resolved hosting, domain, and website issues for Bluehost.com clients
- Diagnosed complex issues across cPanel, WordPress, DNS, SSL, email clients, FTP, PHP errors, database conflicts, and site downtime.
- Coordinated with internal teams to escalate and fix server-side issues.
- Ensured high customer satisfaction by meeting SLAs and delivering quality support.

## EDUCATION

### BCA | GOVINDA DASA COLLEGE, SURATHKAL | 2021 - 2024

Mangalore University | CGPA : 8.48

### PUC | VIJAYA COLLEGE, MULKI | 2018 - 2020

Karnataka State Board | Percentage : 69.67%

### SSLC | St.Francis D'Assisi High School, Borivali West | 2017 - 2018

Maharashtra State Board | Percentage : 67%

## PROJECTS

### Survey Management System (Django - Python)

Engineered an automated Django feedback portal with multi-user dashboards, secure SMTP surveys, and a modern UI, optimized for Small to Medium Business.

### Customer Support Application (Android - Java)

Designed and Developed a Customer Support and Organization Management Application for our client as a part of the team.

### Finance App (Android - Kotlin)

A Web Application Design to streamline and organize the collaboration and co-ordination within the organization

### Websites for businesses (Django - Python)

Designed and developed websites for clients, showcasing a comprehensive range of services, facilities, and personalized Specifications.

## ADDITIONAL INFORMATION

- Languages:** English, Hindi, Tulu.
- Certifications:** Android App Development by Techradiance '24 IIT Bombay Participation and Merit
- Awards/Activities:** Consistently recognized as a top performer at UnifyCX for efficiently resolving complex technical issues and maintaining high support standards.