



# R Pavan Krishna

+919513792886 · pavankrishnarathnam@gmail.com  
Mangalore, India

---

## PROFILE ME

Dedicated Support Engineer with a strong background in the web hosting industry, currently contributing expertise to HostGator. Known for providing exceptional customer support, I specialize in troubleshooting and resolving technical issues, ensuring optimal performance for clients' hosting environments. Proficient in cPanel and WHM, my role involves resolving complex problems, implementing security measures, and assisting clients with a broad range of hosting-related inquiries.

---

## KEY COMPETENCIES

JSP  
BootStrap  
cPanel/WHM

C/C++  
JavaScript  
DNS Management

HTML5/CSS3  
CyberSecurity  
MYSQL

---

## PROFESSIONAL EXPERIENCE

### GLOWTOUCH TECHNOLOGIES

July 2023 - Present

#### Junior Support Engineer - L1

As a Junior Support Engineer at GlowTouch Technologies, I played a pivotal role in ensuring the seamless functionality of websites through effective troubleshooting and issue resolution. My responsibilities encompassed a range of critical tasks, focusing on addressing and rectifying issues related to DNS, emails, website errors, WordPress errors, plugins, and malware.

Accomplishments:

- **Troubleshooting Expertise:**  
Proficient in identifying and resolving DNS-related issues to ensure optimal website performance. Rectified email issues promptly, ensuring uninterrupted communication channels for clients. Successfully diagnosed and resolved various website errors, enhancing overall user experience.
- **WordPress Proficiency:**  
Specialized in troubleshooting WordPress errors and consistently provided efficient solutions. Diagnosed and resolved plugin-related issues, for smooth functioning of WordPress websites.
- **Malware Detection and Removal:**  
Applied comprehensive malware detection techniques to safeguard websites from security threats. Executed prompt and effective measures for malware removal, minimizing potential risks.
- **Tools and Technologies:**  
Utilized a diverse set of tools and technologies for troubleshooting, including MobaXterm, cPanel, FileZilla, ThunderBird, DNS, and Command Prompt.

---

## INTERNSHIPS

### ACCENTURE Virtual Experience | 2023

Participated in the Accenture Virtual Experience, gaining hands-on experience in technical requirement definition, architecture design, cloud infrastructure scaling, code comprehension, algorithm debugging, unit testing, UAT participation, security assessment, IAM policy implementation, SDLC security, and data privacy solutions. Developed valuable skills in technical analysis, infrastructure scaling, code comprehension, debugging, testing, security assessment, and data privacy.

## EDUCATION

### **CMR University - Bengaluru, India**

Bachelor of Computer Applications (Web Technologies and AWS)

### **The National Pre-University College - Bengaluru, India**

Physics, Chemistry, Mathematics and Computer Science

### **Kendriya Vidyalaya - Donimalai, India**

High School

---

## PROJECTS

### **BCA Project**

#### **Title : EDU-SYNC**

Description : Developed a user-friendly College Management System for efficient student information maintenance. Streamlined record-keeping, enabling accurate tracking of academic careers. Implemented a comprehensive Student-Teacher portal with details, reports, courses, and batch management. Facilitated faculty information, notifications, and generated queries. Ensured secure access for staff with personalized roles and authentication.

My Responsibility: I utilized JSP and HTML to develop and implement front-end components that prioritize a seamless user experience and visually appealing interface. Working closely with the team, I collaborated on the design and coding of responsive web pages, guaranteeing cross-browser compatibility and accessibility. By implementing dynamic web content and integrating back-end functionality through JSP coding and efficient data retrieval from databases, I ensured a smooth user experience. Throughout the development process, I adhered rigorously to coding standards and best practices, optimizing website performance and elevating user interactions. I conducted comprehensive testing and debugging of the front-end components to identify and rectify any issues or bugs, thus delivering a high-quality and error-free user experience.

### **Mini Project**

#### **Title : DEWDROP**

Description: Developed and implemented Dewdrop, a weather forecasting website that provides accurate and up-to-date weather information. Integrated subscription feature allowing users to receive weather notifications via email. Leveraged an API to ensure precise weather forecasts. Incorporated a weather radar feature displaying heat, snow, rain, and other weather conditions through an interactive map. Utilized HTML, JavaScript, JSP, and CSS technologies for the project.

My Responsibility : Developed a visually appealing and user-friendly weather forecasting website using HTML, CSS, and JavaScript. Implemented JSP for dynamic content and subscription feature. Integrated an API for accurate weather forecasts. Created a weather radar feature with JavaScript and map integration. Ensured cross-browser compatibility and responsive design for optimal user experience.

---

## AWARDS & CERTIFICATONS

### **Technical Wizard Award**

Recognized during training for outstanding technical expertise and problem-solving skills.

### **cPanel Professional**

Certified in cPanel Professional, demonstrating advanced skills in server administration, domain management, and security implementation. Proven ability to optimize server performance and troubleshoot effectively. Validates commitment to industry best practices for seamless web hosting solutions.

---