

THONDALADINNE MYMOON

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Career Objective

Motivated and detail-oriented professional with 3 years of experience in ERP software, product support, and web systems. Skilled in analyzing business processes, resolving functional issues, and ensuring smooth application performance. Looking to contribute as an ERP Implementation / Product Support Specialist or Functional Tester to enhance customer satisfaction and operational efficiency.

Professional Summary

- 3 years of hands-on experience in ERP system development and support using PHP (Laravel), MySQL, and web technologies.
- Strong understanding of business workflows (inventory, sales, purchase, accounts, reporting).
- Experienced in software issue analysis, functional testing, and user-side troubleshooting.
- Collaborated with development teams to deliver stable releases and timely client support.
- Adept at using tools such as GitHub, VS Code, Postman, and SQL for testing and validation.
- Effective communicator focused on user satisfaction and cross-team coordination.

Core Skills

- Functional & Support: ERP Implementation, Client Communication, Issue Tracking, Ticket Resolution, User Training
- Testing: Manual Testing, Functional Validation, Test Case Design, Bug Reporting
- Technical: PHP (Laravel), HTML, CSS, JavaScript, jQuery, AJAX, MySQL, SQL Server
- Tools: GitHub, GitLab, VS Code, Postman
- Soft Skills: Analytical Thinking, Attention to Detail, Documentation, Time Management, Collaboration

Professional Experience

ERP Implementation & Product Support Specialist

Bigapple Lifestyle Pvt. Ltd., Hyderabad | March 2023 – Present

Project: DR.ERP Software – Cloud-based enterprise system for managing inventory, sales, purchase, and accounting.

Environment: PHP (Laravel), MySQL, HTML, CSS, JavaScript, jQuery, AJAX, Bootstrap

- Supported and implemented ERP modules, ensuring accurate configuration and smooth operations.
- Interacted with users to gather requirements and resolve functional workflow issues.
- Performed manual and functional testing before production releases.
- Logged and tracked bugs; coordinated with development team for timely fixes.
- Prepared documentation and conducted user training.
- Analyzed production issues and provided root-cause insights.
- Improved system usability by reducing recurring tickets.

Education

- B.Com (Computer Applications) — Yogi Vemana University (2021) | 75%
- Intermediate (MPC) — Medha Junior College (2019) | 77%
- SSC — St. Alphonsus Liguori E.M. School (2016) | 87%

Personal Details

- Date of Birth: 26 September 2000
- Languages: English, Telugu, Hindi
- Nationality: Indian
- Current Location: Hyderabad