

NATHAN NEAL DMELLO

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Profile

I am deeply passionate about building and shipping design first products in the technology space that are innovative and offer the best user experience to its users. Over the last 5 years I have worked on over 20+ freelance and corporate projects that have had an impact on its users in multiple ways like reducing manual overheads, elegant and user friendly interfaces to enhance productivity, insightful analytics to drive business growth to name a few.

I believe that technology coupled with great design has the potential to disrupt the way people work and live thus improve quality of life and I am always looking for challenges and opportunities to be a part of this.

Work Experience

Associate Product Manager 2020-04 – present
Endurance International Group, Mumbai, India

Application Developer 2019-03 – 2020-04
Endurance International Group, Mumbai, India

1. Developed user friendly chrome extension for the technical support team to log support connects received and map them to clients and orders to aid analysis of support inflow.
2. Created an application for the sales team to facilitate in conversion of upsell and order renewal leads.
3. Enabled the quality assurance team to focus more on their evaluations than manual processes by developing a user friendly application which automated majority of the tasks, increased productivity and eliminated reporting errors.
4. Built reporting dashboards for around 3 functions to visualize operational metrics and ensure on-track performance.
5. Built a number of apps to aid the technical support team to assist clients and provide them with an impeccable support experience.

Web Solutions Specialist - ResellerClub 2017-06 – 2019-03
Endurance International Group, Mumbai, India

1. Resolved queries and issues for customers related to domain, web and hosting related products via call, chat and tickets resulting in a positive impact on customer experience with our brand.
2. Increased sales revenue by Identifying upsell opportunities from support connects received.
3. Communicated with detractors identified from periodic NPS surveys to understand the pain-points and compiled the same for the multiple stakeholders.

Freelance Web Developer 2015-04 – 2017-04
Nathan DMello Web Services, Mumbai, India

1. Designed and implemented web based content management systems for around 8+ clients which comprised of events, educational

Work Experience

Institutions and SMB's based on Wordpress framework to create web presence and increase brand awareness digitally.

2. Developed Event Management System for college events in PHP to efficiently manage participant registration and event day ticketing and check-in which saved time, manual effort and possible chaos.
3. Implemented eCommerce Application which facilitated online course registration and professional fees collection for the client.

Volunteering

Venue Technology Service Desk Volunteer 2018-03 – 2018-03
2018 Winter Paralympic Games, PyeongChang, Republic of South Korea

Managed the Venue Technology Service Desk at the International Broadcast Center in providing Technology Assistance to Broadcasting Companies and other games clients at the venue

Multiple Roles 2015-05 – 2016-07
St. Andrew's College of Arts, Science & Commerce, Mumbai, India

Volunteered in multiple Intra/Inter Collegiate events in various capacities including 3 leadership roles. Responsibilities included developing and managing the I.T Infrastructure for the events such as websites, event registration and ticketing systems and various other administrative and logistical tasks.

Education

Bachelor of Science (Information Technology) 2014-07 – 2017-04
University of Mumbai, Mumbai, India

Higher Secondary Certificate Examination 2014-02
Maharashtra State Board of Secondary & Higher Secondary Education, Mumbai, India

Certificates

CS50: Introduction to Computer Science 2014-06
Harvard University Extension School

Certificate of Membership
Interaction Design Foundation
<https://www.interaction-design.org/nathan-neal-dmello/certificate/membership/PzfDQhKRW>