

SHRAVAN RAMNARAIN

Software Developer | Full-Stack Systems Developer | Business Automation & Data Intelligence

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PROFESSIONAL SUMMARY

Software Developer with full-stack experience building business systems, web applications, automation tools, integrations, reporting platforms, and analytics solutions. Skilled in C# Web APIs, PHP, React, JavaScript, MySQL, SQL Server, and SQL queries, with end-to-end delivery across requirements, development, testing, rollout, documentation, training, and support. Experience includes MyCreditPro, CRM enhancements, company intranet development, QA systems, FICA document extraction APIs, payment-processing support, credit-check workflows, and management reporting.

KEY ACHIEVEMENTS

- Developed MyCreditPro, a lead-generation and partner portal supporting high-conversion sales workflows with an estimated 90% conversion rate.
- Built a company intranet supporting 10+ operational modules used across internal business functions and used by 150+ employees.
- Developed a QA Evaluation System that standardized quality assessments and improved auditability.
- Created a FICA Document Identifier & Data Extractor API to automate onboarding-related document processing.
- Coordinated CRM enhancement initiatives across 6+ functional business areas.
- Delivered reporting and analytics solutions supporting management decision-making across sales, service and operations.

CORE TECHNICAL SKILLS

- **Frontend:** React, JavaScript, HTML5, CSS3, Responsive Web Development
- **Backend:** C#, PHP, REST APIs, Business Logic Development
- **Databases:** MySQL, SQL Server, SQL Queries, Data Extraction
- **Integrations & Automation:** API Integrations, Payment Integrations, Credit Checks, Workflow Automation, System-to-System Integrations
- **Tools:** Git, Microsoft 365, Excel, Technical Documentation
- **Practices:** Requirements Gathering, UAT, Testing, Troubleshooting, Production Support
- **Additional:** Java, C++, Android Development

PROFESSIONAL EXPERIENCE

Software Developer / Systems & Automation Developer | Mdalisu Investments (Pty) Ltd – Business Innovation & Technology

Current Role

- Developed internal systems, web applications, automation tools, and reporting platforms supporting 6+ business functions, including operations, sales, service, support, quality assurance, compliance, and management reporting.
- Built the MyCreditPro platform, a business lead-generation and partner portal designed to generate organic leads and support high-conversion sales workflows; conversion rate: approximately 90%.
- Developed a company intranet supporting staff communication and operations across 10+ modules, including birthday and anniversary notices, team directory, company feed, ticket monitoring, newsletters, staff ideas, vacancies, document repository, system links, cash receipting, and front-desk requisitions.
- Built the QA evaluation system to standardize quality assessments, scoring consistency and structured feedback for operational teams, reducing manual evaluation tracking, and improving auditability of QA records.
- Created MyCreditPro API documentation and integration specifications covering 6 key integration areas: clients, products, dealers, invoices, installment processing, and status updates, reducing dependency on informal technical handovers.
- Created a FICA document identifier and data extractor API for integration into onboarding workflows, classifying customer documents, extracting key information, and reducing manual document processing.

- Coordinated CRM enhancements with the external vendor, internal stakeholders, and management across 6+ functional areas, including development requests, support issues, requirements, payment integration, credit checks, data flows, document handling, and lead-routing rules.
- Assisted with the investigation and resolution of a business security issue in December 2025, supporting stronger data-protection controls, reduced data-leakage risk, and improved monitoring of sensitive business information.
- Delivered recurring reports across sales, leads, customer service SLA profiling, product profiling, and failed installment analysis, improving reporting turnaround times and supporting faster management decisions.
- Provided training and rollout support for MyCreditPro, CRM mandate initiation processes and collections workflows, including live walkthroughs and user support for operational teams, improving adoption, and reducing process confusion during rollout.

Software Developer | Netstream Integrated Solutions

Internship progressed into permanent role – May 2024 to September 2024

- Revived and led a stalled enterprise software project shortly after joining as a 30-day university intern, restoring delivery momentum within the first month.
- Earned a permanent offer within two weeks by quickly contributing to project recovery, technical problem-solving, and delivery execution.
- Built full-stack web and Android features across frontend, backend, database design, mobile functionality, and documentation, supporting cross-platform delivery from a single project roadmap.
- Rebuilt major components within two months, restoring project momentum and exceeding previous development milestones after earlier delivery delays.
- Integrated RESTful APIs for real-time communication between web, mobile and backend services, reducing duplicate data entry and improving cross-platform consistency.
- Delivered weekly demos to the CEO and stakeholders, shortening feedback cycles and keeping development aligned with business priorities.
- Progressed from internship to leading technical delivery responsibilities, owning development execution and stakeholder communication for a high-priority software project.

SELECTED PROJECTS

MyCreditPro Lead Generation & Partner Portal: Developed a partner portal for dealers, freelancers and companies to register, manage profiles, upload clients/documents, track applications, and access reports, supporting high-conversion workflows with an estimated 90% conversion rate.

Tech Stack: PHP, HTML5, CSS3, JavaScript, MySQL, SQL queries, RESTful APIs, API documentation, reporting, workflow automation, Git.

FICA Document Identifier & Data Extractor: Built an integration-ready API for FICA document classification and customer information extraction. Supported onboarding workflows by reducing manual document handling and classification effort.

Tech Stack: Node.js, PHP, RESTful API, API integration, API documentation, MySQL, SQL queries, data extraction, document automation, onboarding workflow automation, Git.

Company Intranet: Built a staff intranet with 10+ operational modules being used by 150+ employees, including birthdays, anniversaries, directory, live feed, ticket systems, newsletters, ideas, vacancies, documents, system links, cash receipting, and front-desk requisitions.

Tech Stack: PHP, HTML5, CSS3, JavaScript, MySQL, SQL queries, responsive web development, authentication flows, document repository, workflow automation, Git.

QA Evaluation System: Built a QA evaluation platform to support structured call assessments, script compliance tracking, and quality improvement, reducing manual QA recordkeeping and improving consistency of evaluator scoring.

Tech Stack: PHP, HTML5, CSS3, JavaScript, MySQL, SQL queries, dashboard interfaces, reporting, workflow automation, Git.

EDUCATION

Bachelor of Science in Information Technology | Richfield Graduate Institute | 2022 – 2024

Solvista Secondary | Information Technology, Life Sciences/Biology, Physical Sciences | 2017 – 2021