



🌐: Singapore

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## SKILLS

Technical Troubleshooting  
Software Debugging  
Incident Management  
System Optimization  
Root Cause Analysis  
Application Support  
Ticket Resolution  
Customer Support  
IT Service Management (ITSM)  
Software Deployment  
Network Diagnostics  
Log Analysis

## IT SKILLS

- Git, GitHub, Jenkins, Docker
- Kubernetes, Ansible, MYSQL
- Python, Jira, Figma, UI/UX Design
- Canva, CI/CD
- Mobile Computing, Distributed Systems
- MS - Excel, Powerpoint & Word
- Zoho CRM

## QUALIFICATIONS

- **2024: Bachelor's in Computer Applications** | Ramakrishna Mission Vivekananda College, India

## CERTIFICATIONS

- Kubernetes Crash Course – KodeKloud
- Introduction to DevOps Tools - Simplilearn

## PERSONAL DETAILS

- **Date of Birth:** 14 Oct 2003
- **Nationality:** Indian
- **Languages Known:** English and Tamil
- **Passport Details:** X7392615 valid till Mar 2033
- **Visa Status:** Visitor Pass
- **Address:** Blk 24 Teban Gardens, 03-170 - SG : 600024

# ABISHEKARIN R

## Technical Support Software Engineer

Dedicated and detail-oriented Technical Support Software Engineer with 1 year of experience, specializing in troubleshooting, software debugging, and system optimization. Adept at identifying and resolving technical issues, providing end-user support, and collaborating with cross-functional teams to enhance system performance. Seeking to leverage problem-solving skills and technical expertise in a dynamic environment to ensure seamless software operations, improve user experience, and contribute to innovative solutions.

## EXECUTIVE SYNOPSIS

- Technical Troubleshooting & Issue Resolution – Diagnosing and resolving software, hardware, and network-related issues to ensure seamless system functionality.
- Application Support & Maintenance – Providing technical support for enterprise applications, performing updates, and ensuring optimal performance.
- Incident Management & Root Cause Analysis – Identifying, analyzing, and addressing technical incidents while implementing preventive measures to minimize future occurrences.
- System Monitoring & Performance Optimization – Continuously monitoring system performance, identifying bottlenecks, and optimizing resources for improved efficiency.
- Customer Support & User Assistance – Assisting end-users with software-related queries, providing guidance, and enhancing overall customer satisfaction.
- Log Analysis & Documentation – Reviewing system logs, maintaining detailed reports, and documenting solutions for future reference and process improvements.

## WORK EXPERIENCE

### 2023 – 2024: Alation, Chennai, India as Technical Support Software Engineer

#### Key Responsibilities:

- Application Development & Issue Resolution: Contributed to the development of an application data platform by handling coding tasks, troubleshooting technical issues, and ensuring system optimization.
- Data Transformation & System Integration: Transformed and integrated data into internal systems, enhancing performance and streamlining workflows.
- Customer Support & User Satisfaction: Provided technical support to users, ensuring seamless application functionality and improved customer experience.
- Cross-Team Collaboration: Worked closely with design and product teams to align platform development with user requirements and business goals.
- Project Documentation & Coordination: Utilized Jira for maintaining documentation, scheduling meetings, and facilitating effective team communication.
- Independent & Collaborative Execution: Successfully managed individual tasks while thriving in a collaborative environment to achieve project milestones.

### 2023 – 2024: Ramakrishna Mission Vivekananda College as Content Lead & Event Specialist (Zenith Club)

#### Key Responsibilities:

- Team Leadership & Agile Execution: Fostered a collaborative team environment, leveraging Agile methodologies to drive efficient project execution and enhance team motivation.
- Content Quality & Editorial Oversight: Produced high-quality, error-free content with meticulous attention to detail, ensuring consistency and accuracy in all editorial processes.
- Member Engagement & Retention: Strengthened member engagement and retention by fostering an inclusive atmosphere and addressing concerns through effective communication.
- Event Planning & Coordination: Organized and executed major events, increasing attendance by 35% through strategic planning, logistics management, and targeted marketing.
- Interpersonal & Communication Excellence: Built strong relationships with members and stakeholders, utilizing exceptional communication skills to understand and meet their needs.
- Strategic Problem-Solving & Project Management: Applied critical thinking and project management expertise to streamline operations, resolve challenges, and improve overall efficiency.

## PROJECTS

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GO-CARE: A patient care platform using PHP, SQL, and Bootstrap. Integrated an intuitive AI appointment booking bot, making the platform even more user-friendly with a simple and elegant UI, resulting in a 20% increase in adoption.

- Resolve issues in real-time scheduling and 24/7 support integration, ensuring seamless functionality and enhanced user satisfaction.

Figma-Based UI/UX Project:

- Led wireframing, prototyping, and user research to create a human-centric design. Developed a cohesive style guide and high-fidelity interactive prototypes to ensure a consistent and visually appealing user interface. This approach allowed users to interact with the prototypes and provide insights, leading to a more intuitive and effective final product.
- Organized usability testing to gather feedback and refine the design, ultimately enhancing the user experience.

Data Cleaning & Exploratory Data Analysis using MySQL

- Performed data cleaning in MySQL by writing optimized queries to remove duplicates, handle missing values, and standardize datasets for improved accuracy and consistency.
- Conducted exploratory data analysis (EDA) using SQL to identify patterns, detect anomalies, and generate actionable insights to support data-driven decision-making.

Data Cleaning & Dashboard Creation using Microsoft Excel

- Cleaned and transformed raw Kaggle datasets using Excel tools and formulas to ensure data accuracy, consistency, and readiness for analysis.
- Designed an interactive dashboard with visual elements to highlight key insights and support data-driven storytelling.

MySQL Data Visualization using Tableau

- Imported and prepared Kaggle datasets for analysis by cleaning and organizing data to ensure compatibility with Tableau's visualization tools.
- Created interactive dashboards and visualizations to uncover trends, patterns, and insights, enabling clear and impactful data storytelling.