

BILL EARNEST PAUL S

M.Sc CS Graduate | Technical / Application Support

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OBJECTIVE

M.Sc. Computer Science graduate with hands-on experience in healthcare operations and strong foundational knowledge of computer systems and application workflows. Currently working as an AR Caller (Apprentice) and seeking an entry-level **Technical / Application Support** role focused on system support, issue resolution, and end-user assistance in a structured IT environment.

SKILLS

- **Technical:** Java, HTML, CSS, JavaScript, React, Git
- **Tools:** Visual Studio Code, Postman, IntelliJ, Microsoft Excel
- **Soft Skills:** Communication, Attention to Detail, Teamwork, Problem Solving, Documentation
- **Typing Speed:** 82 WPM with 95% accuracy

PROFESSIONAL EXPERIENCE

AR Caller (Apprentice) Infinx Healthcare	(Training: Jul 2025 – Sep 2025)	Sep 2025 – Present
		<ul style="list-style-type: none">Worked on healthcare accounts using internal systems and payer portals.Identified, tracked, and followed up on account-level issues.Maintained accurate documentation and adhered to defined workflows.Coordinated with internal teams for issue escalation and resolution.Developed strong system navigation, communication, and process skills.

INTERNSHIP

MERN Stack Intern – Iunoware Pvt. Ltd.	May 2025 – July 2025
	<ul style="list-style-type: none">Contributed to a real-time application related to school operations.Assisted in application feature development and debugging.Gained exposure to application workflows and issue handling.Worked in a task-driven, collaborative environment.

EDUCATION

M.Sc Computer Science N.M.S.SVN COLLEGE	2025 76.6%
B.Sc Computer Science N.M.S.SVN COLLEGE	2022 69.2%

PROJECTS

- ❖ **Front-End Mini Projects**
 - Created three fully responsive single-page websites.
 - Built fully responsive single-page websites using HTML, CSS, and JavaScript.
 - Focused on clean layouts and cross-device compatibility.
- ❖ **IT Management System**
 - Developed a secure IT Management System with role-based login for admins and employees.
 - Tech Stack: HTML, CSS, JavaScript, PHP, MySQL
 - Designed and implemented an Admin Panel to manage employees, assign projects, track progress, and calculate performance-based bonuses.
 - Built a User Panel allowing employees to submit projects, update profiles, apply for leaves, and access a leaderboard.

CERTIFICATION & LANGUAGES

- **Certifications:** Microsoft Excel | 2025; MERN Stack – Iunoware Pvt. Ltd | 2025; Java – IIT Bombay | 2021; HTML – IIT Bombay | 2021
- **Languages:** English, Tamil (Read/Write/Speak)