

# 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, SQL, 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**
- 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**
- 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)