

# **L.K. MADHANKUMAR**

Chennai, India

lkmadhankumar@gmail.com | 7708620788

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## **Professional Summary**

Enthusiastic and detail-oriented Full Stack Developer with a strong foundation in **HTML, CSS, Tailwind, MySQL, and Java**. Completed **BCA at Prince Shri Venkateshwara Arts and Science College**, graduate in May 2025. Completed a one-month Full Stack Development internship at NoviTech R&D Pvt Ltd, gaining hands-on experience in front-end and back-end development, database management, and project collaboration. Proficient in using VS Code, Eclipse, and JIRA for development and task tracking. Passionate about building scalable web applications and eager to apply my skills in a dynamic IT environment.

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## **Technical Skills**

- ✧ **Programming Languages:** Java,
  - ✧ **Web Technologies:** HTML, CSS, Tailwind
  - ✧ **Databases:** MySQL
  - ✧ **Development Tools:** VS Code, Eclipse, JIRA, Android studio, Postman
  - ✧ **Backend Frameworks :** SpringBoot
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## **Education**

- ✧ **Bachelor of Computer Applications (BCA)**  
Prince Shri Venkateshwara Arts and Science College, Chennai

Year of Graduation: 2025 (65.98%)

- ✧ **Higher Secondary Education (HSC)**

Sri Shankara Vidhya Kendra Matriculation Higher Secondary School, Chennai

Year of Completion: 2022 (65%)

- ✧ **Secondary School Education (SSLC)**

Sri Shankara Vidhya Kendra Matriculation Higher Secondary School, Chennai

Year of Completion: 2020 (55%)

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## **WORK EXPERIENCE :**

### **Customer care executive**

**July-present**

Digitide Solutions Limited, Chennai, Tamil Nadu

#### **Roles & Responsibilities:**

- Handled inbound and outbound customer calls for Tata Play services.
  - Resolved customer queries related to recharge, connection issues, and plan upgrades.
  - Maintained records of customer interactions and followed up to ensure resolution.
  - Delivered quality customer service and met daily performance targets.
  - Attended daily inbound and outbound customer calls
  - Resolved customer queries regarding account, signal, and plan-related issues
  - Maintained call logs, escalated unresolved issues
  - Ensured first call resolution (FCR) and customer satisfaction
  - Worked closely with team Leads to improve customer satisfaction ratings.
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## **Professional Training**

### **Java Full Stack Development (Ongoing)**

*Vitsa Tech, Chennai*

**August 2025 – Present**

#### **Description:**

Currently pursuing an intensive hands-on training program in Java Full Stack Development, focusing on both frontend and backend technologies. The course is designed to build strong foundations in object-oriented programming, web development, and database management, along with practical exposure to building real-world applications

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#### **Key Strengths**

- ✧ Quick learner with a strong grasp of new technologies.
- ✧ Strong problem-solving and analytical skills.
- ✧ Ability to work collaboratively in team-based projects.
- ✧ Good communication and time management skills