DHIVESH RJ

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LinkedIn: https://www.linkedin.com/in/dhiveshrj/ | **Portfolio:**
https://dhivesh-rj.github.io/Portfolio/

Professional Summary

Results-driven Team Leader & Mentor with expertise in team management, coaching, and performance analysis. Skilled in IT support, QA, training, and software testing, with a strong foundation in data analysis. Adept at optimizing efficiency and mentoring professionals to excel.

Key Skills

- Leadership & Team Management
- Performance Monitoring & KPI Analysis
- Coaching & Mentoring
- Adaptability

Technical Skills

- Programming : C, C++, Java, Python
- Web Technologies : HTML, CSS, JavaScript
- Version Control : Git, GitHub
- Software Testing : Manual Testing, QA Metrics
- IT Support : Troubleshooting, Ticketing Systems, System Administration

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Professional Experience

Academic Mentor

Vedantu, Coimbatore | *2025 - Present*

- Providing mentorship and tutoring in STEM subjects.
- Assisting students with exam preparation and curriculum guidance.
- Conducting one-on-one and group learning sessions to maximize engagement.
- Collaborating with fellow educators to refine learning materials and methodologies.

Mentor

Focus Edumatics, Coimbatore | *2024 - 2025*

- Guided junior team members in improving teaching techniques.
- Conducted performance assessments and coaching sessions to maintain high-quality standards.
- Trained new hires and ensured compliance with company best practices.
- Monitored and analyzed session performance data to optimize efficiency.

Team Lead

Focus Edumatics, Coimbatore | *2022 - 2024*

- Managed a team of 30+ members and 10+ mentors in remote and in-office settings.
- Increased team efficiency by 89%, maintaining a 4.7/5 customer satisfaction rating.
- Led performance evaluations, achieving an 85% success rate in KPI & QC goals.
- Developed high-performing teams, recognized for Top Tutor Tuesday rankings.
- Supervised live sessions, resolved real-time issues, and enhanced operational workflows.
- Leveraged Excel-based data analysis to drive continuous improvement.

Online Tutor

Focus Edumatics, Coimbatore | *2018 - 2022*

- Handled live tutoring sessions for K-12 U.S. students.
- Achieved Top Tutor Tuesday recognition with an average rating of 4.8/5.

Education

Bachelor of Science in Computer Technology *(2016 - 2019)*

Sri Krishna Adithya College of Arts and Science, Coimbatore

> **Project: Automated Attendance Management System**

Higher Secondary (HSC) - 71% *(2015 - 2016)*

> Veveaham Higher Secondary School, Dharapuram

Secondary School (SSLC) - 87% *(2013 - 2014)*

> Srinivasa Vidhyalaya Matriculation Higher Secondary School, Udumalpet

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Languages

- English (Fluent)
- Tamil (Native)
- Kannada (Conversational)

Declaration

I affirm that the details provided are accurate to the best of my knowledge. I am committed to contributing my skills and expertise effectively to a professional environment.