

DHIVESH RJ

Coimbatore, Tamilnadu

9750108977

dhivesh.rj@gmail.com

Organized team leader skilled in building trust, inspiring teams, and achieving goals, with expertise in cross-department collaboration, training, and mentoring.

Skills

- Leadership
 - Team building and Performance Management
 - Coaching and Mentoring
 - Basics of C, C++, Java, and Python
 - IT- Support Desk
 - MS office
 - Advanced Excel
 - Testing
 - KPI and QA Metrics
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Education

- Bachelor of Science, Computer Technology (2016–2019)

Sri Krishna Adithya College of Arts and Science, Coimbatore

Projects: Automated Attendance Management System

- HSC–Veveaham Hr. Sec. School: **Percentage achieved: 71% (2015–2016)**
 - SSLC – Srinivasa Vidhya Matric Hr.Sec. School: **Percentage achieved: 87% (2013–2014)**
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Work Experience

Online Tutor

FOCUS EDUMATICS, Coimbatore (2018–2022)

- Handled live sessions and guided K–12 U.S Students.
- Achieved Top Tutor Tuesday with 4.8 in Ratings with Quality sessions.

Team Lead

FOCUS EDUMATICS, Coimbatore (2022–2025)

- Managed a team of 30+ members and over 10 mentors in WFH and WFO.
 - Accomplished Team Lead with 3+ years' experience driving team success and cultivating a high-performance culture.
 - Proven ability to develop and promote top talent, leading a team to achieve Top Tutor Tuesday and Top in Stack rankings.
 - Achieved 89% improvement in team efficiency, 4.7/5 customer satisfaction, and 85% in KPI and QC goals and built high-performing teams.
 - Monitored live sessions and solved on time queries.
 - Analyzed data with Excel based on the Performance, and Enhancing Operational Efficiency.
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Languages

- English
 - Tamil
 - Kannada (Only speak)
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Declaration

I affirm that the information provided is accurate to the best of my knowledge. Given the opportunity, I am confident that I will demonstrate my capabilities effectively.