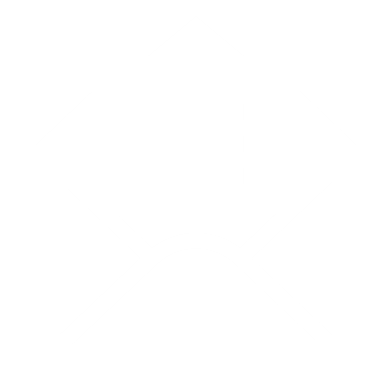


Software engineer

**VARUNKUMAR K M**

I am seeking a challenging position in an organization where my analytical, problem-solving, and application-oriented skills can be used to lead, coordinate, and manage client-based projects.



**CERTIFICATES**

* Asian paints certificate of Appreciation
* AZ - 900
* English: Fluent
* Kannada: Native

**EDUCATION**

Bachelor of Engineering (BE) in Mechanical Engineering  
Mysuru royal institute of technology (MRIT) Mysore, Karnataka, 2016 - 2019

**Ezy Colour customer Associate | Aug 01 2020 to Feb 15 2022**Asianpaints

* Assisted customers in selecting suitable paint colors and finishes through Ezy colour service, ensuring personalized recommendations based on their preferences and requirements.
* Collaborated closely with customers to understand their specific needs, addressing queries and concerns promptly to enhance satisfaction and loyalty.
* Utilized Asian Paints proprietary tools and technologies to demonstrate colour simulations and visualizations, enabling customers to make informed decisions.
* Achieved high customer satisfaction scores through effective communication, product knowledge, and attentive service delivery.
* Contributed to achieving sales targets by promoting additional products and services aligned with customers’ preferences and project requirements.

**Software engineer | Aug 08 2022 to Present**Capgemini India service private limited

* Provided technical support and assistance to clients/customers regarding [specific software product/service], ensuring timely resolution of issues and inquiries.
* Diagnosed and troubleshooted software problems related to installation, configuration, and usage, utilizing [tools or platforms] to effectively identify root causes and implement solutions.
* Conducted training sessions and created documentation for clients/customers to facilitate self-service support and promote best practices in software usage.
* Assist in the deployment of software updates and patches to address bugs or security vulnerabilities.
* Continuously monitoring the Dynatrace Dashboard for the incident or errors that are triggered through callout.
* Analyzing the logs of the failure of services through Splunk, for understanding the which category of failures are repeated.
* Raising the JIRA Ticket based the priority of the incident that occur on the particular services, updating the business loss and customer loss of the services.

**WORK EXPERIENCE**

**LANGUAGES**

* Customer Assistance
* Adaptability
* Analytical skills
* Teamwork and collaboration
* Organizational skills
* Knowledge sharing
* Technology solutions
* Quality Control & Standards
* Troubleshooting
* System Administration
* Documentation
* Time management
* Problem-solving skills
* Projects and contribution
* Technology Solutions
* Campaign Execution
* Customer Focus
* Learning Agility

**SKILLS**

Bangalore

drizzlevarun@gmail.com

**CONTACT**

9108677907