**JAYASHREE**

**SOUTH PALLAPATTI**

**SAELM-636009**

**9790311508**

[**155shree.shree@gmail.com**](mailto:155shree.shree@gmail.com)

[**linkedin**](https://www.linkedin.com/in/jayashree-5a029a17b/)

**Objective**

Experienced professional with a background in computer training and IT support, transition into a front-end developer role. I have a strong foundation in technology, and I am eager to leverage my skills and new journey in web development.

**Education:**

* Bachelor's Degree in Computer Application,Periyar University, 2014

**Skills:**

* Strong problem-solving abilities
* Ability to remain calm and patient under pressure
* Proficient in using customer support software and ticketing systems
* Effective time management and organizational skills

**Technical skill:**

* HTML5
* CSS
* Javascript
* SQL
* Python

**Experience:**

**Customer Support Representative**

**Aarthi Scans,Salem, Sep 2019 - Sep 2020**

* Provided exceptional customer service via phone, email, and live chat to resolve inquiries, concerns, and technical issues
* Responded to customer inquiries in a timely and professional manner, exceeding established service level agreements
* Documented customer interactions and solutions accurately in the CRM system
* Collaborated with cross-functional teams to escalate and resolve complex issues
* Contributed to the development of knowledge base articles and training materials for internal and external use

**Computer Trainer**

**Hope Foundation,Salem,July 2022-Feb 2023**

* Conducted training sessions on [specific subjects/topics, e.g., programming languages, software applications, etc.] for individuals and groups
* Developed and delivered engaging and interactive training materials, including presentations, demonstrations, and hands-on exercises
* Provided one-on-one coaching and support to learners to enhance their understanding and mastery of technical concepts
* Evaluated student progress and provided constructive feedback to facilitate learning and skill development
* Stayed current with industry trends and updates to ensure training materials are up-to-date and relevant

**IT Support Specialist**

**Mescope Solution,Salem, June 2023-Feb 2024**

* Assisted users with technical issues related to hardware, software, and network connectivity
* Installed, configured, and maintained computer systems and peripherals
* Troubleshooted and resolved IT-related problems in a timely manner to minimize downtime
* Provided training and guidance to users on IT systems and best practices
* Documented technical procedures and solutions for future reference

**Certifications:**

* **Certification in python AI [12/2022 to 03/2023]**