JEEVA A

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| Madurai, India |

PROFESSIONAL SUMMARY

Results-oriented **Technical Support Engineer** with hands-on experience in **SaaS environments**, **data analytics**, and **client issue resolution**. Skilled in diagnosing complex technical problems, streamlining **support workflows**, and building **KPI-driven dashboards**. Proven track record of improving user satisfaction, accelerating resolution times, and contributing to scalable **product support operations**.

EDUCATION

Bachelor of Engineering in Electronics and Communication Engineering
Velammal College of Engineering and Technology, Madurai
2021 – 2025 | CGPA: 7.92/10

TECHNICAL SKILLS

- **Programming Languages:** HTML, CSS, JavaScript, Java
- **Databases:** MySQL, SQL
- **Tools & Platforms:** Power Query, GitHub, Excel, Jira, MS Azure
- **Cloud & Support:** Microsoft Azure, SaaS Applications, Remote Desktop, CRM Tools
- **Operating Systems:** Windows, Linux (Ubuntu)
- **Core Expertise**: Technical Support, Incident Resolution, Data Analytics, Ticketing Systems, Workflow Automation, Client Engagement
- **Professional Attributes:** Problem Solving, Debugging Efficiency, Attention to Detail, Adaptability, Analytical Thinking

PROFESSIONAL EXPERIENCE

Business Development Executive
Polycan India Ltd., Chennai | Mar 2025 – Jul 2025
- Generated **150+ qualified leads** through **CRM automation** and segmentation for SaaS-based electrical products.
- Reduced **proposal turnaround time by 20%** by developing a dynamic, Excel-based quoting system.
- Partnered with technical teams to deliver customized product demos to **50+ enterprise clients**.
- Boosted **lead-to-client conversion** targeted pre-sales consultations and value mapping.
- Accelerated onboarding through product walkthroughs, improving client activation and satisfaction.

Technical Support Intern
Kevell Corp | Jul 2023
- Resolved **30+ SaaS product issues** via remote desktop, reducing average response time.
- Maintained **95% first-contact resolution** rate while ensuring full SLA compliance.
- Improved support onboarding through optimized documentation and **internal SOPs**.
- Integrated **REST APIs** into ticketing workflows to streamline issue triage and data access.

PROJECTS

Dynamic Retail Dashboard (Excel, Power Query, GitHub)
- Designed a dynamic **KPI dashboard** enabling **real-time retail insights**; reduced reporting time by **50%**.
- Integrated **GitHub-hosted datasets** and automated transformation using Power Query.
- Enabled multi-dimensional sales analysis by implementing slicers, pivot tables, and region-based filters.

Optimized Kidney Stone Diagnosis (Python, DenseNet-SVM)
- Engineered a hybrid ML model achieving **92% diagnostic accuracy** on medical imaging datasets.
- Lowered **false positive rates** and improved model efficiency for clinical deployment.
- Collaborated with a cross-functional team to validate model performance using **ROC-AUC metrics**.

Responsive Calculator Application (HTML, CSS, JavaScript)
- Developed a responsive UI for basic arithmetic operations with smooth UX.
- Received **100+ GitHub views** and positive code review feedback.
- Enhanced usability by implementing keyboard support and real-time input validation.

CERTIFICATIONS

- **Google Data Analytics – Coursera:** Hands-on training in data cleaning, SQL, visualization, and dashboarding with real-world datasets.
- **Microsoft Excel – Intermediate to Advanced (06/2025):** Built automated reports using pivot tables, VLOOKUP, and data validation techniques.
- **MySQL Basics – AccioJob (07/2025):** Learned core SQL syntax, joins, filtering, and data manipulation in MySQL environments.
- **Real-Time Digital Signal Processing – NPTEL (07/2023):** Gained practical knowledge of FFT, IIR/FIR filters, and real-time DSP tools.
- **Signal Processing Techniques & Applications – NPTEL (04/2024):** Studied adaptive filtering, spectral estimation, and real-world signal processing use cases.

PAPER PRESENTATIONS

- **EMOSENSE: Using SLPPE Technique – Velammal College of Engineering (Apr 2024):** Presented an original research paper on emotion detection using sensor-based linguistic pattern processing in embedded systems.
- **Workshop on "AI: How Machines Became Intelligent?" – Thiagarajar College (May 2022):** Gained exposure to foundational AI principles, machine learning models, and intelligent system applications.

LOCATION:
Chennai, India (Open to relocation within Tamil Nadu or South India)
Open to remote and hybrid work opportunities