# JUAN JOE EDATTUKARAN

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## CAREER OBJECTIVE

Customer-focused Computer Science student with hands-on experience in understanding user requirements, explaining solutions clearly, and improving operational efficiency through software projects. Seeking an Intern – Presales / Solutions Consultant role to build a strong foundation in **SaaS, CRM concepts, customer engagement, and solution mapping.**

## EDUCATION

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| Bachelor of Engineering in Computer Science and Engineering | September 2022 - Present |
| Vellore Institute of Technology | |
| HSC (CBSE), Class XII | April 2021 - March 2022 |
| Sharjah Indian School - Boys Branch, Juwaiza Sharjah, U.A.E | |

## CORE SKILLS

**Sales & Customer Skills :** Client Requirement Analysis, Customer Engagement, Solution Mapping & Demonstrations, Basic Sales Funnel Understanding
**Communication & Presentation :** Business Communication, Presentation & Pitching
**Collaboration & Problem Solving :** Cross-Team Collaboration, Problem Solving, Decision Making
**Tools :** MS Excel, Google Docs, Google sheets, Database fundamentals
**Languages :** English (Full Professional), Hindi (Professional Working), Malayalam (Native), Arabic (Limited Working)

## PROJECTS

**Self-Checkout Counter**    July 2023 - August 2023
**Major Project as a part of curriculum**
- Identified customer pain points in retail checkout delays and proposed a self-service solution
- Worked closely with users to gather requirements and improve ease of use
- Demonstrated the solution to peers and faculty, explaining business benefits and efficiency gains
- Improved transaction handling capacity by 50+ transactions/hour, enhancing customer experience

**Hospital Management Database**    May 2024 - July 2024
**Personal Project**
- Analyzed hospital operational challenges and designed a solution to streamline patient workflows
- Coordinated features based on end-user needs (patients, doctors, admin staff)
- Reduced manual coordination by 40%, improving service efficiency
- Introduced automated reminders, reducing missed appointments by ~30%

**Tranquillising Dart Drone**    December 2024 - April 2025
**(Engineering Projects in Community Service) Team Project**
- Collaborated in a multi-disciplinary team to deliver a real-world solution
- Helped translate technical outcomes into clear explanations for non-technical evaluators
- Ensured reliability and successful delivery during demonstrations (92% success rate)

## LEADERSHIP & ACTIVITIES

**Disciplinary Committee Member – Malayalam Club**    November 2022 - March 2025
- Ensured adherence to organizational standards
- Coordinated between students and faculty, handling issues diplomatically

**Ecom-Thon – Techno-Cultural Fest**    February 2023
- Secured 2nd/3rd position in a competitive, problem-solving event