**Kavinraj .B**

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**Mobile No**: 9597720998

**Address**: 59, Ayyanarappan Kovil Street-1, Erode-638001

# Summary

# Motivated Customer Support Engineer with 1 year of experience and 1.8 years of QA manual testing expertise. Skilled in UI/UX design, SQL queries, and VB.Net development. Experienced in providing desktop support and troubleshooting technical issues. Passionate about improving user experience and delivering excellent customer service. Looking for a role where I can use my skills to support users and help create user-friendly interfaces.

# Employment Details

# Customer Support Engineer KGM Software Pvt Ltd, Erode - Jan 2022 – Present

* **1 year of experience as a Customer Support Engineer**, providing technical support and troubleshooting for desktop applications, ensuring smooth customer interactions and issue resolution.
* **1.8 years of experience in QA manual testing**, including test case creation, execution, and defect tracking, ensuring high-quality software delivery.

# Education

2018 - 2021 **B.Sc. Computer Science** (Nandha Arts & Science College, Erode) Bharathiar University with 64% 2017 - 2018 **HSC** (URC Palaniammal Matric Higher Secondary School, Erode) with 58%

2015 - 2016 **SSLC** (URC Palaniammal Matric Higher Secondary School, Erode) with 79%

# Responsibilities

* Provide technical support for desktop applications, troubleshooting user issues, and ensuring quick resolution for customers.
* Write clean, efficient, and well-documented code in SQL and VB.Net for both desktop applications and troubleshooting purposes.
* Implement changes to websites and applications based on feedback from usability tests and customer feedback.
* Ensure consistent design and functionality of web and desktop interfaces across different platforms.
* Collaborate with cross-functional teams, including developers and designers, to deliver polished, user-friendly solutions.

# Skills

* Language: HTML, CSS, SQL, Vb.Net
* Design Tools : Figma, Adobe Photoshop, illustrator, Adobe XD

# Strength

* As I have an interest in Web development, I quickly learn new technologies.
* Having an experience of teamwork, it will be easy to work with any new team.
* Achieved a 99% success rate in identifying bugs and suggesting ways to fix them.

# Personal Details

Father Name: Balamurugan K Date of Birth: 11/12/2000 Gender: Male

# Declaration

I hereby declare that all the details furnished above are true to the best of my knowledge.

**Place**: ERODE

**Date**: (KAVINRAJ. B)