

KRISHNADEV S

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Profile

Motivated and adaptable professional seeking a challenging position where I can effectively utilize my technical knowledge, problem-solving skills, and interpersonal abilities to contribute to organizational success and continuous personal growth.

Work Experience

Support Desk Executive, Manayill Consulting

06/2024 – 03/2025

Bengaluru

- Acted as the first point of contact for clients using digital signage platforms, addressing content management issues and technical concerns via phone, email, and ticketing systems.
- Coordinated with the creative and IT teams to ensure accurate deployment of multimedia content including images, videos, HTML widgets, and live feeds.
- Worked with cross-functional teams to improve CMS workflows, identify recurring issues, and propose system improvements.

Client Relationship Manager, MakerLabs Edutech Pvt. Ltd

06/2020 – 10/2021

Kochi

- Managed relationships with key clients and resolved customer queries.
- Acted as a liaison between internal teams and clients to ensure satisfaction.
- Contributed to revenue growth through consistent client engagement.

Education

Bachelor of Vocation Software Development,

07/2017 – 03/2020

St. Michael's College, Cherthala, University of Kerala

Certificates

Certification Program in Financial Services - Operations & Sales

This comprehensive certification program provides in-depth knowledge and practical training in the core areas of financial services, focusing on both **operations and sales functions**.

Core Skills

Software & Office Tools

MS Word, Excel, PowerPoint

Web & Programming

HTML, CSS, JavaScript, Python

Networking

CCNA, CCNP basics

CMSs

WordPress, OnSign TV

CRMs

Zoho Desk, Odoo

Soft Skills

Time management, Problem-solving, Customer handling, Data entry & reporting

Languages

• English

• Malayalam

• Hindi