PONKAVIN R
System Admin / Web Developer

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💼 **https://ponkavin.vercel.app/** 📍 **2/56 Sirukinar, Dharapuram, Thiruppur**

SUMMARY

System Administrator and Web Developer with hands-on experience in IT support, web development, and data analysis. Proficient in resolving technical issues, optimizing system performance, and developing user-friendly applications. Skilled in MERN stack, cloud services, and asset management. Seeking to apply my expertise in a tech-driven environment while enhancing my skills.

EXPERIENCE

System Administrator: June 2024 – Present
CIEL HR Private Ltd. | Client: AMD India Private Ltd.

- **Operating System Management:** Configured and optimized Windows & Linux OS for seamless performance.
- **ServiceNow Ticketing & IT Asset Management:** Successfully managed user tickets and IT assets, closing 500+ tickets and minimizing downtime for 550+ users.
- **Active Directory (AD):** Managed user accounts, permissions, and security policies to enhance system access control.
- **Hardware & Software Troubleshooting:** Diagnosed and resolved technical issues, improving system stability by 30%.

Web Developer: April 2024 – Present
Freelance, Remote

- Designed and maintained responsive web pages using HTML, CSS, and PHP.
- Conducted customer dropout analysis with 2,000+ customers, improving retention by 15%.

Customer Retention Analyst: (Internship)   June 2023 – August-2023
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- Built and deployed multiple web applications using MERN stack, Firebase, Git, and Vercel.
- Worked with clients to design user-friendly and responsive web applications.

SKILLS

- **Web Development:** HTML, CSS, JavaScript, React.js, Tailwind CSS, Node js, Express js, MongoDB, Google Firebase, Vercel, GitHub
- **System Administration & IT Support:** Windows server, Linux, Drivers update, Service now, System Troubleshooting
- **Programming Languages:** Java, Python

STRENGTHS

- Technical support
- Collaboration
- Project Management
- Communication

PROJECT

Immersive Learning in a Virtual Forest with Unity VR :   **GitHub**
Technologies: Unity, VR, C#

- Developed a VR game for school students, featuring an immersive virtual forest with interactive terrains, high-quality textures, and animated wildlife.
- Optimized for VR headsets, enhancing the learning experience through interactive elements and custom C# scripts.

CareEase - Caregiving Platform   **GitHub**
Technologies: React, Node.js, Express, AWS, AI Chatbot

Developed CareEase, a caregiving platform connecting patients with professional caregivers. Implemented an intelligent chatbot for negotiation, caregiver verification, and a seamless booking system, ensuring reliable and efficient caregiving services.

Dark Pattern Prediction in E-Commerce (DPBH 2023) :   **GitHub**
Technologies: HTML, CSS, PHP

Developed a solution to reduce manipulative slogans, providing clear, honest information to enhance user experience and promote ethical design. Selected for the DPBH Hackathon finals.

E-Commerce Project for Dress shop :   **GitHub**
Technologies: React, Tailwind css, Node, Expres, MongoDB

Developed an e-commerce platform for a dress shop using the MERN stack and Tailwind CSS. The application enables seamless shopping, efficient product management, and a responsive user interface for enhanced customer experience.

ACADEMIC QUALIFICATIONS

- Bachelor of Science (Information Systems) | Kongu Engineering College, Perundurai | August 2022 - July 2025 | 8.37CGPA.
- Class 12th (HSC) | Shanthi Nikethan Higher Secondary School ,Erode | June 2021 - April 2022 | 87%.
- Class 10th (SSLC) | Shanthi Nikethan Higher Secondary School ,Erode | June 2019 - April 2020 74.8%.

ACHIEVEMENTS

- Received the Best Student Co-Curricular Award at Kongu Engineering College Annual Day Function.
- Finalist in the National Level Dark Pattern Hackathon (DBPH) at IIT (BHU), Varanasi, for developing an e-commerce platform using machine learning to combat manipulative content.
- Awarded third prize in a college-level ideathon for a concept on agriculture supply chain management.

TRAINING / COURSES

- Achieved certification in AR/VR using Unity Engine.
- Mastered database management through MongoDB for SQL Experts course.
- Completed a 30-Day Masterclass in Full Stack Development by NoviTech R&D Private.
- Gained proficiency in PowerShell through specialized training.