

# PULAVARASON



MANGALORE | 9448700508 | pulavarsonk@gmail.com

## OBJECTIVE

"Aspiring software developer with a strong foundation in computer applications, currently pursuing an MCA degree. Skilled in programming, web development, and problem-solving, with a passion for learning and contributing to innovative projects. Seeking opportunities to apply my knowledge and grow professionally in a dynamic organization."

## EDUCATION

### Master of Computer Application (Pursuing)

- Srinivas Institute of Engineering and Technology, Mukka .
- **C.G.P.A - 8.43**

### Bachelor of Computer Application

- Yenepoya Institute of Arts, Science, Commerce and Management, Balmatta.
- **C.G.P.A - 7.66**

### Pre-University Education (PCMB)

- Govt P.U College Krishnapura.
- **Percentage - 72%**

## SKILLS

- Active Listening
- Critical Thinking
- Decision-Making
- Time Management
- Proactive Mindset .
- HTML, CSS, Javascript
- .Net Framework (C#)
- Python
- MongoDB,SQL
- Figma, AdobeXD .

## LANGUAGES

- English
- Tamil
- Kannada
- Malayalam

## PROJECTS

- Developed a **"Library Management System"** using HTML, CSS, and MongoDB to efficiently manage book inventory, user records, and borrowing history, enabling seamless search, retrieval, and database operations.
- Designed and implemented an interactive **"Quiz System"** using HTML, CSS, and MongoDB, featuring dynamic question rendering, user score tracking, and a responsive interface for seamless user experience.
- Designed a visually appealing and user-friendly **"Movie Rating Website"** prototype using Adobe XD, focusing on intuitive navigation and engaging user experience.

## CERTIFICATION

- Completed the online non-credit Professional Certificate of **"Google UX Design"** in Dec 23, 2022.

## EXPERIENCE

- Completed Internship in the field of “**MACHINE LEARNING IN PYTHON**” at Cognitive Solution from 27th April 2022 to 9th July 2022.
- “**CUSTOMER CARE EXECUTIVE**”
- **Cogent E Services** (DishTV Process) — [02-08-2023] to [15-11-2023]
- Provided top-notch customer support for DishTV, addressing service inquiries, resolving complaints, and ensuring customer satisfaction.
- Maintained accurate records of customer interactions and ensured follow-up on unresolved issues.
- Effectively managed high call volumes while maintaining professionalism and service quality.
- Worked closely with team members to optimize support processes, contributing to a 10% improvement in first-call resolution rates.

## HOBBIES

- Reading Books
  - Playing Computer Games
  - Watching Movies .
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