



# SATHISH R

ASPIRING FULL STACK DEVELOPER

## CONTACT

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## PROFILE SUMMARY

Aspiring Full Stack Developer, recently trained in front-end and back-end development. Enthusiastic about creating interactive and impactful web projects that make learning and exploration easier. Brings 5+ years of customer-facing experience with a strong focus on problem-solving, empathy, and continuous improvement.

## TECHNICAL SKILLS

- HTML
- CSS
- Bootstrap
- JavaScript
- React
- Python
- SQL

## TRAINING & CERTIFICATION

**Full Stack Developer** - (Jan 2025 – Sep 2025) Besant Technologies, Online

## PROJECTS

View Project - <https://portfolio2-zeta-self.vercel.app/#projects>

Name: Daily Quotes by Day and Date

Description: A web app that displays a quote based on the current day of the week. It dynamically updates the quote, date and day name.

Tech Stack: HTML, CSS JavaScript

Name: Personal Dictionary for Adding New Words

Description: It provides input boxes for adding words and their meanings, with built-in validation to prevent duplicate entries. Users can search for stored words. All stored words are displayed in ascending order for easy browsing.

Tech Stack: HTML, Python Flask, PostgreSQL

## **EDUCATION**

**B.E Computer Science – 64 % (2012 – 2016) National College of Engineering, Tirunelveli**

## **SOFT SKILLS**

- Customer Service
- Problem Solving
- Effective Communication
- Empathy
- Process Adherence

## **TOOLS EXPERIENCE**

- Salesforce
- ServiceNow
- Jarvis
- Genesys
- Active Directory

## **EXPERIENCE**

### **SENIOR PROCESS ASSOCIATE**

**TATA CONSULTANCY SERVICES, BENGALURU** *(Dec 2022 – Sep 2025)*

- Handled an average of 30 user concerns daily across email, voice, and chat channels, maintaining a 95% customer satisfaction score.
- Documented and managed support tickets, escalating technical problems to specialized teams for timely resolution. Identified and communicated process improvements to management based on user feedback and internal observation, directly contributing to continuous service enhancement.

### **CUSTOMER SUPPORT ADVISOR**

**[24]7.AI, BENGALURU** *(Sep 2021 – Sep 2022)*

- Maintained a 95% customer satisfaction rate by resolving complex queries through messaging channels.
- Advised customers on self-service adoption and service upgrades, resulting in improved service effectiveness and customer satisfaction.

### **SALES EXECUTIVE**

**KHIVRAJ MOTORS, BENGALURU** *(Sep 2018 – May 2019)*

- Facilitated vehicle sales by providing guidance to customers on offers, loans, and exchange options.
- Built strong customer relationships by actively collecting feedback and addressing concerns, which contributed to increased customer satisfaction and sales growth.

### **SUPPORT EXECUTIVE**

**ZEALOUS SERVICES, CHENNAI** *(Apr 2017 – Nov 2017)*

- Initiated customer contact through a semi-voice process to explain product features and then routed the qualified leads to the client team.