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

INTERNSHIP

Front-end Development Intern, InLighnX Global Pvt.Ltd.   (*25/10/2025 - 25/11/2025*)

View Projects - https://portfolio2-zeta-self.vercel.app/#projects

Projects: Digital Clock, Daily Quotes app, and Expense Tracker.

- Tech Stack: HTML, CSS, and JavaScript.
- Implemented real-time UI updates such as time display, dynamic quotes, and interactive transaction management.
- Used localStorage in the Expense Tracker to store and persist income/expense data across browser sessions.

TRAINING & CERTIFICATION

Full Stack Development, Besant Technologies.   (*Jan 2025 – Sep 2025*)

Projects: Personal Dictionary for Adding New Words, LinkedIn Clone

- Tech Stack: HTML, CSS, JavaScript, Python Flask, PostgreSQL

- Built a personal dictionary app with validation to prevent duplicate entries and real-time search functionality.
- Implemented dynamic word listing with ascending order display and smooth user experience.
- Built a LinkedIn clone with Implemented API calls in Python to fetch and manage user data, ensuring seamless communication between frontend and backend.

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 – May2019)*

- 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.