Shobhin Thomas Saj

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1049 Elm Avenue, Windsor, Ontario, N9A 5H8

PROFESSIONAL SUMMARY

Results-oriented professional with a diverse background in roles such as Quality Auditor, Senior Customer Service Associate/Credit Consultant at Allianz Insurance Services, demonstrating a proven track record of excellence. Possesses a Bachelor of Engineering in Electronics and Communication Engineering from Anna University. Extensive experience in customer-facing roles, showcasing exceptional communication skills and a customer service-oriented approach. Proven adaptability and active team participation in fast-paced environments. A fast learner with strong critical thinking and problem-solving abilities, committed to delivering high-quality results. Solid technical skills include expertise in computer system troubleshooting and repair (both hardware and software), proficiency in the MS Office suite, and familiarity with the Windows Operating System. Additionally, proficient in Linux, C/C++, and Java, with demonstrated expertise in HTML, CSS, JavaScript, PHP, SQL, Bootstrap, ASP.NET, Laravel, and Angular.

SKILLS

- Skilled at Logical Reasoning and Troubleshooting
- Excellent Communication Skills
- Proficient in English Language
- Typing speed: 47 wpm/100% Accuracy
- Adaptable and Customer Service Oriented
- Active Team Member with Effective Time Management
- Expertise in Computer System Troubleshooting (Hardware & Software)
- Proficient in Linux and CLI.
- Skilled in Programming Languages: C/C++ and Java
- Certified in Communication within Teams, Teamwork Foundations, Time Management, and Effective Listening (LinkedIn Learning)
- Achieved 3rd Position in Eyantra (All India Robotics Competition), IIT Bombay, 2016
- Certified in C/C++, Core Java, and Advanced Java
- Participated in Workshops on Microcontroller Programming and PCB Design
- Familiar with Web Technologies: HTML, CSS, C#, JavaScript, PHP, SQL
- Familiar with Frameworks: ASP.NET, Laravel, Angular, Bootstrap.

EDUCATION

Web Development and Internet Applications   Jan 2023 - Apr 2024

St Clair College • Windsor, Ontario

Program outcomes:
- Create websites using modern, in demand languages (C#, HTML, CSS, JavaScript, PHP) and technologies (Bootstrap, ASP.NET, Laravel, Angular).
- Develop high quality responsive web sites. Gain valuable experience designing User Experiences (UX – UI).
- Learn to build agile projects and properly designed databases.

Bachelor of Electronics and Communication Engineering   Aug 2014 - Apr 2018
Anna University • Chennai, India

WORK EXPERIENCE

Vehicle Handler   May 2023 - Sep 2023
Hansens Releasing Company • Windsor, Ontario

Insider/ Delivery Expert   Mar 2023 - Aug 2023
Dominos • Windsor, Ontario

Quality Auditor   Oct 2022 - Dec 2022
Allianz Insurance Services • Trivandrum, India

Responsibilities served:
- Ensure work processed by the team adheres to recommended quality standards.
- Mark down errors if any and find root cause of the same with investigation to prevent repetition.

Senior Credit Consultant/Customer Service Associate   Dec 2018 - Aug 2022
Allianz Insurance Services • Trivandrum, India

Responsible for the reconciliation of intermediary accounts to ensure that the collection of debts occurs at the desired service level in addition, the Credit Consultant is expected to utilize their problem solving and negotiation skills to contribute to Policy Operations challenges of:
minimizing debt over 90-day credit terms - eliminating debt over 6 months - minimizing unreconciled cash whilst ensuring that other areas of the business are not put at risk

AWARDS AND HONOURS

LinkedIn Certifications   2022

- Communication within teams- Teamwork foundations- Time management- Communicating with Confidence- Effective Listening.

Course certification in Advanced Java   2018

Course certification in Advanced Java from Trinity Software Technologies, Trivandrum, Kerala, India

Certification of Merit   2016

Part of a team securing Certificate of merit for 3rd position in Eyantra (All India Robotics competition), IIT Bombay, 2016.

Course certification in C/C++   2012

Course certification in C/C++ from G-Tec Computer Education, Kerala, India

Course certification in Core Java   2012

Course certification in Core Java from G-Tec Computer Education, Kerala, India

PROJECTS

- Arduino based Line Follower Robot
- Pizza Delivery Robot (Firebird V)
- Ripe Fruit Harvesting 3DOF Robot (Arduino ATmega32U4 & Pixy 2.1 Vision Image module)
- Bookstore MVC WebApp using ASP.NET with routing, dependency-injection etc.
- Personal Portfolio Website: https://shobhinsaj.github.io/
- Angular based Smartphone store web app.
- Interior Designer Client Website Design using Figma. (Prototype Link)
- Cookbook Website using Laravel. (https://sthomassaj.scweb.ca/cookitup/)
- Client Website Project – AdvAshok. (https://sthomassaj.scweb.ca/AdvAshok/)