Sowmiya N

Tiruchurapalli | sowmiyansd@gmail.com | 8778519940 | https://www.linkedin.com/in/it-sowmiyansd/ |
|https://github.com/Sowmiyansd/Sowmiyansd|

OBJECTIVE

Aspiring Technical Support Engineer with strong communication skills, a budding interest in the IT field, and foundational knowledge of coding. Eager to leverage problem-solving abilities and technical aptitude to deliver effective solutions and enhance user experience.

Education

SRM Trichy Arts and Science College   Aug 2022 – May 2025
- **Bachelor of Computer Application**
- Coursework: **Operating Systems, Computer Networks, DBMS, Problem-Solving,Software Engineering Documentation**

Experience

Selling Partner Support-Associate   June 2025 – Present
Sutherland Global Services (Amazon Process)
- Provide support to Amazon sellers by handling queries through email and chat, ensuring timely and accurate resolution.
- Draft and deliver clear, professional email responses to Amazon sellers, ensuring complex technical queries are explained in a simple and understandable manner.
- Troubleshoot technical issues and guide sellers with clear, concise communication.
- Document troubleshooting steps and create structured solution guides, contributing to consistent communication across the team.

Web Development Internship | June 2024 - July 2024|
- Created structured and well-documented web pages using HTML, CSS, and JavaScript, ensuring clarity in both code and presentation.
- Developed a **college web portal** project and , presenting technical details in an organized and user-friendly format.
- Documented project requirements, coding steps, and design features to support future reference and team collaboration.

Software Tools

Vs code

Microsoft Excel

MS Word

Github

Projects

Blogging website
- Built a **full-stack blogging platform** supporting CRUD operations (Create, Read, Update, Delete) for blog posts.
- Implemented **user authentication** with secure login, session handling, and role-based access for users and admins.
- Technologies: PHP, HTML, CSS, JavaScript, MySQL
- Documented project requirements, workflows, and user guidelines to make the system **clear and maintainable**.
- Designed and optimized a **MySQL database** to manage users and content efficiently.

Student Management System

- Developed a desktop calendar with globally shared and synchronized calendars, allowing users to schedule meetings with other users
- Technologies: Python (GUI – Tkinter), MySQL, MS Excel
- Integrated **MySQL database** for secure storage and retrieval of student details such as personal info, grades, and attendance.

Soft Skills

- Strong communicator
- Technical and Content Writing
- Effective Team Player