

THEJUS MOHANAN

DEVELOPER



WORK EXPERIENCE

TAKYON
2022- 2023

Customer Support Executive

- Handled high-volume inbound customer, emails, and chats, resolving 95% of issues on the first contact
- Resolved customer complaints and concerns via phone, email, and chat, resulting in a 25% increase in customer satisfaction ratings
- Utilized strong problem-solving skills to troubleshoot and resolve complex customer issues, reducing escalations by 30%

SHIASH
2021 (5 months)

Software Developer Intern

- Utilized frameworks and libraries to build and deploy scalable applications
- Participated in code reviews, ensuring high-quality code and knowledge sharing among team members
- Troubleshooted and debugged issues using tools like [E.g- PyCharm, Git]

ABOUT ME

Seeking a beginner role to enhance and explore my technical knowledge gained at KTU University in these 4 years. Passionate about implementing and launching new projects. Looking to start the career as an entry-level software engineer with a well reputed firm driven by technology

CONTACT

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Ernakulam

[Thejus mohan](#)

EDUCATION

HIGH SCHOOL
2014-2015

SAMOOHAM HIGH SCHOOL, N PARAVOOR

KERALA HIGHER
SECONDARY
2015-2017

SNV SKT HSS, N PARAVOOR

BACHELOR OF
TECHNOLOGY
2018-2021

KMEA ENGINEERING COLLEGE, ALUVA

SKILLS

- HTML
- CSS
- Wordpress
- Javascript
- Python
- Django
- C#
- SQL
- Windows
- Linux

PROJECT

KNOCKOUT