

To leverage my expertise and passion for IT in a dynamic, innovative environment, contributing to software and architectural development activities. Seeking opportunities to develop, test, implement, and maintain application software with a focus on meeting project requirements and driving technological advancement.

WORK EXPERIENCE

WEB SUPPORT EXECUTIVE

WISSEND CONSULTANCY SERVICES PRIVATE LIMITED

11/2022 - Present

chennai

Achievements/Tasks

- Developing and constructing dynamic interfaces to bolster a large-scale e-commerce platform.
- Coordinating with the web development team to design user interfaces for client websites, utilizing HTML, CSS, JavaScript, and Python.
- Implemented data analysis pipelines with Pandas for processing large datasets, performing statistical analysis, and generating visualizations.
- The primary focus is on analyzing tickets to identify and rectify issue.
- HMC tool to migrate the Flash too
- Staying abreast of the newest trends and advancements in Python and web development.
- Developed a web scraping script utilizing BeautifulSoup and Requests to extract product information from e-commerce websites.
- Crafted a Python script powered by Pandas to streamline data extraction and analysis from various channels. This automation significantly expedites the generation of weekly reports, eliminating manual efforts and ensuring data accuracy.

SENIOR PROCESS ASSOCIATE

PRODAPT SOLUTIONS LIMITED

11/2019 - 06/2022

chennai

Achievements/Tasks

- Configuring servers, routers, and switches within the local access network and establishing connections.
- Evaluating, and prioritizing issues arising from voice mail, email, and web requests for assistance from users.
- Monitoring the ticketing system for self-service requests and following up with the requestor for additional information/troubleshooting.
- Monitoring the status and progress towards resolution of assigned incidents, and generating trouble tickets to direct customer problems, issues, and/or requests to the appropriate work group.
- Executing automation scripts for assigning orders, and performing manual assignments if the automation fails.
- Analyzing and troubleshooting network issues, managing ticketing systems, provisioning routes and LAN connections, configuring port switches, and deploying network services for broadband customers using Huawei vendor routers.

SKILLS

HTML

CSS

Javascript

Python

Bootstrap

SQL

React

PERSONAL PROJECTS

React Portfolio Showcase (07/2024 - Present)

- A portfolio website built with React, featuring interactive sections, smooth navigation, and responsive design using HTML, CSS, and Bootstrap.
- Created and styled user interfaces with HTML, CSS, and Bootstrap, integrating them seamlessly into React applications.
- Applied JavaScript to enhance interactivity and functionality within React projects.
- Completed multiple projects involving the design and implementation of web applications from scratch using modern front-end technologies.

Lenovo Product Page Automation (01/2024 - Present)

- Reads an Excel input sheet containing SKU and country information using the Pandas library.
- Constructs URLs based on SKU and country to navigate to Lenovo's product pages.
- Determines specific HTML elements to extract relevant data such as product titles and descriptions.
- Reads a translation file containing mappings between English titles and translated versions.
- Matches scraped product titles with their translated counterparts, if available, and incorporates the translated content into the final dataset.
- Writes the final dataset into an Excel file, including product details, translated titles (if applicable), and relevant URLs for further reference.

LANGUAGES

Tamil	English
Full Professional Proficiency	Full Professional Proficiency

TOOLS

Uipath

Survey123

Liberate

Sigma

Office 365

Service Desk

Pycharm

U2000

Flash

JIRA

HMC