

Drishya Dinesh T P

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Summary

Enthusiastic and self-driven IT professional with a 2 year Customer service centric experiences. Devoted to delivering high-quality solutions drives me to stay at the forefront of industry trends and best practices. I am committed contributing to the success of the company through strong communication skills, problem-solving abilities, and passion for both hardware and software troubleshooting. Seeking an opportunity to utilize my expertise in a dynamic and collaborative environment.

Education

PG Diploma in Mobile Application Development , <i>Cambrian College, Ontario, Canada</i>	Jan 2021 – Jun 2022
Bachelor's in Computer Science , <i>Kannur University, Kerala, India</i>	Jul 2015 – Jul 2018

Professional Experience

Technical Support Representative , <i>Voysus CE Inc. Toronto, Canada</i> <ul style="list-style-type: none">Resolved customer issues efficiently and effectively, ensuring a satisfactory resolution for the customer while adhering to company policies and procedures.Collaborated with cross-functional teams, such as sales, technical support, and operations, to escalate and resolve complex customer issues.	Feb 2023 – Jul 2023
QA Specialist , <i>Viva HealthCare Co. Toronto, Canada</i> <ul style="list-style-type: none">Developed the ability to coordinate with internal teams to ensure timely and accurate order processing. Maintained strict adherence to confidentiality guidelines and handled customer information securely.Collaborated with healthcare professionals, customer service representatives, and other internal teams to address customer inquiries, resolve issues, and ensure smooth operations.	Apr 2022 – Feb 2023
Software Developer Intern , <i>Knowledge Lens, Bengaluru, India</i> <ul style="list-style-type: none">Conducted surveys to elevate performance from clients and resolved bugs and complex issues to maintain high quality deliverables.Merged with Multi-National Companies with new and ongoing projects, implemented Responsive and mobile first strategies in each projects.	Aug 2018 – Feb 2019

Skills

• Leadership	• Consistency and Communication	• Adaptability and problem solving skills
• Organizational and team management ability	• Office Skills and Persuasion	• Interpersonal skills and punctuality

Certificates

• AWS Certified Cloud Practitioner	• IT Support Professional Certificate by Google	• Google IT Automation with python professional certificate
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Interests

• Skating	• Photography	• Cycling
• Traveling	• Photo/Video Editing	• Swimming