

Drishya Dinesh T P

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Objective

Self-driven engineer with exceptional 5 years of relevant work experience designing, implementing and maintaining scalable Web Applications with modern tools and technologies including Angular, HTML5, CSS3, Python, relational and non-relational Databases.

Education

Cambrian College of Applied Arts and technology

Toronto, CA

Mobile Application Development (Post Grad Diploma)

- GPA 4.0, President's Honour Roll received in Two semesters
- Accomplished personal project Sell and Buy an alternative E-Commerce Marketplace as the Best Capstone Project in 4th Semester.

Kannur University Kerala, India *Computer Science* (BSc Degree)

- GPA 3.2, First Class with B grade
- Exposed to multiple programming languages and coordinated with intercity College's coding camps and championships.

Skills

Language: HTML, CSS, JavaScript, Typescript, C# (Basic), PHP(Basic), C++/C, Python

Database: MySQL, PostgreSQL, MongoDB

Frameworks & Tools: AngularJS, NodeJS, ReactJS, Bootstrap, Python-Flask

Bundler: Web pack

Concept: Git, Docker, REST API, AWS Cloud technologies

Design: Figma, Adobe

Experience

Voysus CE inc.

Feb2023- present

Outbound B2B Technical sales Representative

Toronto, Ontario

- Initiated a comprehensive understanding of company products and services to exhibit compelling sales presentations highlighting technical specifications in a customer perspective.
- Collaborated with marketing and quality assurance teams to integrate sales strategies to effectively exchange services to the potential customers.
- Furnished post-sales technical support, addressing inquiries to troubleshoot and maintained customer satisfaction.

Freelance

Mar2021-present

Front-end Developer

Remote

- Merged with Multi-National Companies with new and ongoing projects.
- Implemented Responsive and mobile first strategies in each project.
- Conducted surveys to elevate performance from clients and resolved bugs and complex issues to maintain high quality of deliverables.

Technologies used: HTML, CSS, Bootstrap, Python, PostgreSQL, REST APIs.

Viva Healthcare, Inc.

Apr2022-Feb 2023

Quality Assurance Check Associate

Toronto, Ontario

- Affiliated with healthcare professionals, customer service representatives and officials to resolve customer issues and achieved smooth operations.
- Influenced internal teams to ensure timely and accurate order processing.

Amazon Logistics

Oct2021-Mar2022

Seasonal Sortation Associate

Toronto, Ontario

- Acquired strong problem-solving abilities through handling various customer concerns, such as

missing or damaged packages, delivery delays, and order discrepancies.

- Upgraded proficiency in utilizing various software systems, tools and customer support platforms to track orders and provide accurate and timely responses.

Little Caesars

Front-Desk Associate

May2021-Sep2021

Toronto, Ontario

- Streamlined strong interpersonal and communication skills through daily interactions with customers and integrated their inquiries and concerns in a courteous and professional manner.
- Strengthened multitasking abilities by efficiently handling cash transactions, answering phone calls, and taking customer orders simultaneously.

Knowledge Lens

Customer Support Executive

Oct2018-Jul2020

Bengaluru, India

- Sustained accurate and detailed records of customer interactions, inquiries, resolutions and conserved CRM system.
- Integrated with cross-functional teams such as sales, technical support, operations and concluded complex customer issues.
- Mentored onboarding new customer support team members, sharing best practices and administered a consistent level of service.

Projects

E-Commerce Marketplace (Capstone Project)

<https://github.com/drishya-dinesh/SellAndBuy>

Responsive web application platform for both users and sellers to market products featuring Real-Time chat room, Product Display and Collections.

- Authentication with firebase provides users to Sign in with email and password validation. • Optimized and developed using Angular and Bootstrap to demonstrate mobile-first display.

Technologies Used: TypeScript, Bootstrap, NodeJS, Angular

To-do Application

<https://github.com/drishya-dinesh/To-DoList>

Full-stack web Application built in an organized form to keep track of the daily routine focused on check list format.

- CRUD functions are implemented in a user-friendly approach.
- Tasks can be marked done and can be navigated to older tasks to maintain history.
- Python Flask APIs are used to store and fetch data from relational databases using PostgreSQL.

Technologies used: Python, Typescript, PostgreSQL, Bootstrap, Angular, NodeJS.