



CONTACT

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- Dubai, UAE
- [Portfolio](#)

EDUCATION

2018 - 2021

MG UNIVERSITY

- Bachelor of Computer Application
- 74.5% - B+

PROJECTS

- OBCS - Online Birth Certificate System
- HOPO - Online Bike and Bike Spare Parts Store

LANGUAGES

- English
- Malayalam
- Tamil

TREASA GEETHU PJ

Customer Support Representative and Web Developer

PROFILE

Dynamic professional with 2.5 years of customer support experience and a BCA educational background, seeking an entry-level position in web development. Passionate about web development and design, with a robust foundation in computer science principles and programming concepts. Proven ability to troubleshoot and resolve customer issues efficiently. Self-motivated learner adept in HTML, CSS, JavaScript, and other relevant technologies, poised to contribute expertise to innovative projects and drive organizational success.

WORK EXPERIENCE

Square Soft Technology EST, Dubai

06/2022 - PRESENT

Product Executive

- Provided multichannel customer support with consistent quality.
- Efficiently resolved technical issues for customer satisfaction.
- Delivered top-tier service for memorable experiences.
- Stayed updated on product and industry trends.
- Mentored junior team members.

Sutherland Global Services Pvt, Ernakulam

08/2021 - 04/2022

Amazon CS Associate

- Collaborated with Amazon teams to resolve complex issues.
- Maintained product knowledge, tracked changes and promotions.
- Managed chat flow, handling up to 2 concurrent chats.
- Resolved complaints courteously, met performance metrics.

SKILLS

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Experienced in data analysis and problem-solving.
- Efficient time management for prompt customer service.
- Capable of handling high-pressure situations calmly.
- Programming Skills: C, C++, PHP, Python, Java, HTML, CSS, JavaScript, SQL.

CERTIFICATION

- Workshop Completion: Python
- Coursera Course: Introduction to User Experience Design (Georgia Institute of Technology)
- Web Development Internship: Cognorise Infotech
- Skillademia Course: UX&UI Using Figma