

# Harikrishnan Punnasseri

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## Summary

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I hold a Bachelor's degree in Computer Science from a University of Calicut affiliated college. My career started as a Technical Support Executive at Aabasoft, where I developed skills in customer management, multitasking, and problem-solving. My internship at Luminar Technolab enhanced my full-stack development expertise in Python, Django, SQL, MySQL, HTML, CSS, Bootstrap, JavaScript, and React. I am looking forward on specializing in cloud and cyber security to contribute effectively to the tech field and protect digital infrastructures.

## Experience

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### Luminar Technolab | Kochi, Kerala

#### Student Intern | 05/2024 - Present

I am currently engaged in an internship at Luminar Technolab, where I am specializing in full-stack development with a focus on Python and the Django framework. This role provides me with the opportunity to immerse myself in my area of interest and gain practical experience in a comprehensive range of technologies.

Throughout this internship, I am actively involved in developing and managing both the front-end and back-end components of web applications. My work includes utilizing SQL and MySQL for database management, and employing version control systems such as Git and GitHub to maintain code integrity and collaboration.

I am also enhancing my skills in JavaScript and the React framework, which are essential for building dynamic and responsive user interfaces.

This role is instrumental in deepening my understanding of full-stack development and provides exposure to a broad spectrum of modern web technologies, equipping me with a well-rounded skill set that will be valuable in my future career in technology.

- Python|Django|SQL|MySQL|ReactJS|HTML|CSS|JavaScript|Bootstrap|Git|Github

### Aabasoft Pvt Ltd. | Kochi, Kerala

#### Technical Support Executive | 05/2024 - 07/2024

In my capacity as a Technical Support Executive at Aabasoft, I was responsible for managing and resolving a broad spectrum of customer inquiries, ranging from technical issues to financial concerns. This role entailed handling an average of 80 to 120 calls daily, totaling approximately 3,000 interactions per month. Through this role, I developed advanced skills in customer relationship management and refined my communication strategies.

I efficiently managed complex problem resolution and crisis situations, employing de-escalation techniques to address and resolve issues with agitated clients. This experience enhanced my ability to maintain composure under pressure and deliver effective solutions while ensuring a positive customer experience.

The comprehensive skill set acquired during my tenure at Aabasoft, including enhanced multitasking, adaptability, and organizational insights, has been instrumental in my professional development. This foundation will undoubtedly support my future career endeavors and enable me to contribute effectively in dynamic and multifaceted environments.

## Skills

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Software Project Management, Industry Knowledge, Technical Documentation, Customer Relationship Management (CRM), Technical Support, Verbal De-escalation, Customer Support

## Education

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### University of Calicut | Kochi, Kerala

#### Bsc.Computer science | 06/2023

I completed my Bachelor's degree in Computer Science at Blossom Arts and Science College, Kondotty, affiliated with the University of Calicut, with a CGPA of 6.4. My studies included an add-on course in Entrepreneurship and Business Studies, enhancing my business acumen. Additionally, volunteer work with the National Service Scheme (NSS) honed my leadership and organizational skills through community service projects.