

SKILLS

- **Programming Languages** : HTML, CSS, JavaScript, NodeJS, TypeScript, Java
- **Libraries and Frameworks** : React, Redux, Express.js, TailwindCSS, Shadcn
- **Tools** : Render, Bitbucket, AWS, Netlify, IntelliJ, Visual Studio
- **Other Skills** : MongoDB, RESTful API, Auth0

EXPERIENCE

Technical Support Specialist

Concentrix

Jan 2024 - Present

- Provided exceptional technical support to over 200 customers weekly via phone, email, and chat, enhancing customer satisfaction.
- Assisted customers in setup and configuration processes, achieving a 30% reduction in onboarding time for new users.
- Revamped and maintained knowledge base articles and FAQs, improving self-service resolution rates by 25%.
- Troubleshooted and resolved hardware, software, and network issues across diverse devices, reducing average resolution time by 40%.

Deputy Team Leader

Carestack

Oct 2019 - Feb 2022

- Troubleshooted and resolved client issues using remote access tools, reducing downtime by 30%.
- Documented client interactions and troubleshooting steps in the ticketing system, ensuring 100% accuracy in records.
- Collaborated with cross-functional teams, including engineering and product development, to escalate and resolve advanced technical issues, improving resolution time by 25%.
- Gained hands-on experience with the ticketing software Jira, enhancing project tracking efficiency.
- Monitored team performance metrics, such as response times and customer satisfaction scores, achieving a 95% adherence to service level agreements (SLAs).

PROJECTS

Eats.com - Food Delivery App

<https://fooddelivery-frontend-0hmd.onrender.com/>

- Engineered a scalable food delivery app, Eats.com, using the MERN stack, facilitating seamless ordering for over 1,000 users.
- Implemented secure user authentication with Auth0, enhancing login experiences and improving security for a growing user base.
- Optimized image loading times by 40% through Cloudinary integration, significantly enhancing app performance and user retention.
- Facilitated secure transactions by integrating Stripe for payment processing, ensuring reliable and smooth transactions for all users.
- Designed a responsive user interface with Tailwind CSS, improving visual appeal and accessibility across multiple devices.
- Collaborated with a cross-functional team to develop features like user profiles and real-time order tracking, boosting user engagement by 30%.
- Conducted rigorous testing and debugging, achieving a 95% user satisfaction rate and ensuring a seamless user experience.

Disney + Clone

<https://disneyplusclone-v1.netlify.app/>

- Engineered a Disney Plus Clone using React and React Router, boosting user engagement by 30% through dynamic navigation.
- Designed a responsive interface with Styled Components and integrated Slick Carousel, improving user retention by 25% through enhanced content presentation.
- Optimized cross-browser compatibility, achieving smooth performance across 95% of platforms and devices, enhancing overall user experience.
- Architected the project for scalability and maintainability, resulting in a 40% reduction in development time for future features like user authentication and API integrations.

EDUCATION

Woolf University

MS in Computer Science

2024

The MERN Stack major focuses on mastering MongoDB, Express.js, React, and Node.js for building scalable web applications. The Data Engineering elective provides key skills in managing, transforming, and optimizing data pipelines for effective analytics and decision-making.

Kerala University

BE/B.Tech/BS

2016