

JINCY JEEVAN

Alappuzha, Kerala

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OBJECTIVE

To work in a growth-oriented and professionally managed environment that helps me contribute in a remarkable way for the development of the organization and increase my capabilities so as to achieve my goals.

EXPERIENCE

Associate CS-Internet | Sutherland Global Services, Ernakulam

July 2021 - April 2022

Assists customers with inquiries related to a company's products and services. Being a Chat Support Representative, ensures prompt and proper resolution of customer queries by providing answers, additional information, suggesting products, escalating/engaging others in the organization to provide a solution according to defined procedures.

EDUCATION

ICTAK, Technopark, Trivandrum

May 2022 - October 2022

Completed MEAN Stack development course.

Btech | Sree Buddha College of Engineering, Pattor, Alappuzha

July 2016 - September 2020

Completed B.Tech in Computer Science with 6.65 CGPA.

XII | MSM HSS Kayamkulam

2014 - 2015

Completed HSC with 8.3 CGPA.

X | Kopparethu HSS, Puthiyavila

2012 - 2013

Completed SSLC with 8.9 CGPA.

SKILLS

☐ **Languages & Tech**

HTML, CSS, Java Script, MEAN Stack, UI Designing

☐ **Soft Skills**

Customer Service Excellence, Problem solving, Written and Verbal communication, Team Player, Flexibility

PROJECT

Online Hall Booking Portal

It is highly essential for an education institute and it is used to book a conference room prior to their meeting on a particular day and time. The conference web portal allows users to book a conference room. Once you book another user cannot book that particular date and time there is no overlapping. Admin may add users, events etc. Here, users can only add events, view data and delete events.

INTERNSHIP

Website designing using HTML, CSS, Bootstrap

Keltron Knowledge Centre, Kathirikkadavu, Ernakulam

17/06/2017 - 26/06/2017

CERTIFICATIONS

- ☐ Web Application Development Using NODE JS
 - ☐ Free and Open Source Software
 - ☐ NPTEL Online Certification on speaking Effectively Course
 - ☐ Google Cloud Platform Fundamentals: Core infrastructure
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