

JINCY JEEVAN

Ernakulam, Kerala

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OBJECTIVE

A diligent and innovative BTech CSE graduate with a passion for leveraging cutting-edge technologies to drive impactful solutions. Eager to apply my solid foundation in computer science and programming skills to contribute effectively in a dynamic development or IT role. Seeking a challenging opportunity where I can continuously learn, grow, and collaborate with talented teams to deliver high-quality software solutions that positively impact users and businesses.

EDUCATION

Btech | Computer Science and Engineering

Completed B.Tech with 6.65 CGPA

Sree Buddha College of Engineering, Pattor, Alappuzha

XII | MSM HSS Kayamkulam

Completed HSC with 8.3 CGPA.

X | Kopparethu HSS, Puthiyavila

Completed SSLC with 8.9 CGPA.

SKILLS

☐ Languages & Tech

- Strong understanding of **MERN Stack** development.
- Familiarity with **HTML, CSS, JavaScript, MongoDB, Express.js, React.js, Node.js**, and related technologies.

☐ Soft Skills

- Proficient in customer support techniques and problem-solving.
 - Excellent communication skills both verbal and written.
 - Ability to work collaboratively in a team environment.
 - Strong analytical and troubleshooting abilities.
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EXPERIENCE

Associate CS-Internet | Sutherland Global Services, Ernakulam

July 2021 - April 2022

- Provided exceptional customer support services to clients, addressing inquiries, resolving issues, and ensuring customer satisfaction.
 - Demonstrated effective communication and problem-solving skills to handle various customer concerns.
 - Collaborated with cross-functional teams to escalate complex issues and ensure timely resolution.
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CERTIFICATIONS

- ☐ Web Application Development Using NODE
 - ☐ MERN Stack Development Certification
 - ☐ NPTEL Online Certification on speaking Effectively
 - ☐ Google Cloud Platform Fundamentals: Core infrastructure
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