

# Balamurugan K

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## Career Objective

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Tech-savvy professional with a computer science background and customer support experience, eager to transition into the tech industry. Aiming to leverage analytical skills, innovative thinking, and passion for technology to drive efficiency and growth.

## Skills

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- **Languages:** Python, JavaScript
- **Web Technologies:** HTML5, CSS3
- **Framework:** React.JS
- OOPs concepts

## Projects

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### Personalized Job post Alert for Freshers

[GitHub Link](#)

- **Designed and implemented** a dynamic web scraping tool to **automate** the aggregation of job openings from multiple job portals, specifically targeting **freshers** in developer roles.
- **Enhanced job search efficiency** by delivering curated job alerts directly to users' email, **increasing job application opportunities by approximately 50%**.
- **Improved user engagement** and response time to new job postings, resulting in a **30% faster application process** for freshers.
- Tech Stack: Python, VS code, BeautifulSoup, SMTP, Web Scraping, html5lib.

### Portfolio Site

[GitHub Link](#)

- **Developed and launched** a fully responsive personal portfolio website with a clean and professional design to **showcase** front-end development skills.
- **Optimized** user experience by creating a **visually appealing** and **intuitive** interface, which led to a **20% increase in user engagement** on the site.
- **Demonstrated expertise** in front end tech tools **resulting in a site that loads 30% faster** and adapts seamlessly to various devices.
- **Integrated Web3 forms** to **enhance interactivity and streamline communication** with visitors.
- Tech Stack - HTML5, CSS3, JavaScript, Bootstrap, Web3 form

## Education

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### BE in Computer Science, Paavai Engineering College

Aug 2019 - May 2023

- GPA: 8.06 / 10.0
- **Coursework:** Computer architecture and organization, Networking, Operating systems, Programming, Database systems, Software and Hardware studies

## Experience

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### Customer Support Representative. - Sutherland, Chennai

Aug 2023 - Present

- **Spearheaded and facilitated** comprehensive training sessions to master advanced Amazon technologies, equipping the team with the skills needed to excel in supporting sellers across the American region.
- **Delivered top-tier technical support** to Amazon sellers throughout North America, Canada, and Mexico, **cultivating strong client relationships** and ensuring rapid and effective resolution of complex queries.
- **Streamlined support workflows** and **improved team productivity**, resulting in a **15% increase** in response times, customer satisfaction, and overall service quality.