LENA BIJU

Ollur, Kerala 680306 | +91 9447900650 | lenabiju2001@gmail.com | WWW: linkedin.com/in/lena-biju-783763213/

Professional Summary

Enthusiastic Computer Science Engineering student with proven success in programming, web development, with a strong foundation in software testing, debugging, and performance optimization. Demonstrates exceptional problem-solving and communication skills through innovation challenges and workshops. Passionate about staying ahead of emerging trends and leveraging technical expertise to enhance system efficiency and reliability. Strong technical abilities and teamwork skills, eager to apply knowledge in a professional environment.

Work History

Customer Service Associate   06/2024 - 09/2024
Sutherland Global Services – Kochi, India

- Achieved 95% customer satisfaction rate by promptly resolving issues. Assisted over 100 customers daily, maintaining positive and helpful attitude.
- Reduced average handling time by 15%, enhancing overall service efficiency.
- Increased customer retention by 10% through effective communication and problem resolution.
- Developed and actualized customer service initiatives to decrease wait times.
- Utilized internal software and tools to meet customer needs and resolved issues promptly.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Provided customer feedback to management and identified areas of improvement for products and services.

Participant - Embedded Software Hackathon   02/2024 - 02/2023
Hardpoint Consulting International – Thrissur

- Developed web application that improved task management efficiency by 30%.
- Collaborated with team of four to design and implement innovative solutions within 48-hour deadline.
- Created data visualization tool, leading to better decision-making and analysis.
- Received recognition for best user interface design among 20 competing teams.
- Improved system performance by 25% through optimized coding techniques.

Intern   05/2023 - 05/2023
PACE LAB – Cochin, India

- Developed system that reduced data processing time by 20%.
- Conducted over 50 chemical analyses weekly, ensuring accuracy and compliance with industry standards.
- Collaborated with team to establish new laboratory protocols, improving efficiency by 15%.
- Performed quality control tests on 100+ samples per month, maintaining 98% accuracy rate.
- Increased efficiency of sample documentation by 25% through implementation of digital tracking system.

Projects

FindQ: Missing Person Finder

- Developed a website for official authorities to track and manage missing person cases using ReactJS.
- Created a mobile app with React Native for the public to upload images and inform officials about missing persons.
- Designed both the website and app in Figma to ensure a user-friendly interface.
- Implemented Convolutional Neural Network (CNN) methods for accurate image recognition and matching.
- Ensured seamless integration between the app and website, enhancing the efficiency of the alert system for missing persons.

Online Portfolio Website

- Designed and developed a personal portfolio website to showcase projects and skills.

- Used HTML, CSS, and JavaScript for front-end development.
- Integrated responsive design principles to ensure compatibility across devices.

Education

Bachelor of Engineering in Computer Science and Engineering   05/2024
APJ Abdul Kalam Technological University - Thrissur, KL
GPA: 7.3

Kerala Higher Secondary Examination Board   05/2019
Sacred Heart School - Thrissur, KL
Percentage: 83.33

Skills

- MERN
- Software Testing, Debugging & Bug Fixing
- Website Development
- Hardware-Software Integration
- Adaptation to New Requirement
- Embedded Software Development (C,C++,Python)
- Application Software Development
- Cloud Computing
- Ui/UX Design
- Problem Solving

Certifications

- Workshop on Python for Machine Learning (05/2022)
- C for Everyone: Programming Fundamentals (Coursera, 08/2021)
- Workshop on Metaverse, NFTs & Digital Realities (NIT, 02/2022)
- Workshop on Data Science (NIT, 02/2022)
- Python for Data Science (VAST, 11/2022)

REFERENCE

Ms. Mithu Varghees
Asst. Professor of CSE Department
Vidya Academy of Science and Technology
+91 94474 34862
mithu816@vidyaacademy.ac.in

Disclaimer

I hereby declare that all the information given above is true and correct to the best of my knowledge.