

Melvin Francis

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Profile

Professional Software Engineer with extensive web application and infrastructure experience. In-depth knowledge of digital and web design, with strong skills in server administration, software engineering and development processes using life cycle management programs.

Experience

TECHNICAL SUPPORT ADVISOR | NORDIA| APRIL 2023-PRESENT

- Having excellent written communication skills and can translate technical concepts into user-friendly explanations for our merchants, as well as communicate effectively and proactively with your teammates.
- Creatively solve problem-solve and improvise in ambiguous situations.
- Valuing common sense with a bias towards action.
- Context switch, delivering into varying degrees of complexity in issues and support requests over a day.
- Talking to people and always putting the merchant first - whether it be via email, chat or phone, your people skills and empathy shine through.
- Keen to help influence product changes and build resources to help

EDUCATION

POST GRADUATE DIPLOMA| 2021-22 | 3.5/4 CGPA | WIRELESS INFORMATION NETWORK
BACHELOR IN TECHNOLOGY | 2011-2015 | 7.5/10 CGPA | ELECTRICAL ENGINEERING

SKILLS

Technical Skills: HTML, CSS, Docker, JS, AWS, SQL, Linux, PostgreSQL, MongoDB, Bootstrap, Tailwind CSS, Github, CI/CD pipeline like Sonarcube, Jenkins, DOM

Non-technical skills: Think outside the box to solve problem, adaptable, Excellent team player, organizational skills, multi-task effectively, excellent Communication skills, verbal and written, quick Learner, leadership, ownership

Certifications

- LinkedIn Introduction to MongoDB
- LinkedIn JavaScript Essentials Training
- LinkedIn HTML learning Essential Training
- LinkedIn CSS learning Essentials Training
- LinkedIn Docker Essentials training
- The Ultimate MySQL Bootcamp: Go from SQL Beginner to Expert