


# SIVAKARAN S

Tamilnadu, India

☎ +91 9498009498 ✉ [sivakaransuriya@gmail.com](mailto:sivakaransuriya@gmail.com)  [Sivakaran S](#)

## About

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Experienced Software Engineer with 1.4 years in the Healthcare IT sector, specializing in full-stack development, technical support, and client-side implementation. Proficient in HTML, CSS, JavaScript, Java, PostgreSQL, and JasperReports, with a strong track record of delivering reliable, user-friendly solutions tailored to client needs. Skilled in resolving complex software issues, conducting training, customizing reports, and ensuring smooth product deployments. Adept at collaborating with cross-functional teams to enhance software usability, improve operational efficiency, and support mission-critical healthcare systems

## Education

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### Paavai Engineering College

*Bachelor of Engineering in Computer Science and Engineering(CGPA of 7.39)*

**August 2019 - May 2023**

*Namakkal, Tamilnadu, India*

### Shri Renga Vidyalaya Higher Secondary School

*Higher Secondary Education(65.5%)*

**June 2017 - April 2019**

*Namakkal, Tamilnadu, India*

## Experience

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### Adroit Soft India Pvt. Ltd. [1 year 4 months]

**October 2023 – Febraury 2025**

*Software Engineer*

*Chromepet, Chennai, India*

- Provided technical support to over 50+ clients, resolving 95% of software-related issues within 24 hours, ensuring smooth functionality and high client satisfaction.
- Delivered hands-on training to 30+ new clients, improving onboarding efficiency by 40% and reducing initial support requests by 25%.
- Created and customized 100+ reports using I-Report based on user requirements, enabling better decision-making and data visibility for end-users.
- Conducted 15+ product demonstrations for potential clients, contributing to the successful acquisition of 10+ new customers.
- Implemented software products across 20+ client environments, including server setup and configuration, reducing average implementation time by 30% through optimized deployment processes.
- Developed and enhanced over 25 software features, performed thorough testing, and incorporated client-driven changes, leading to a 20% improvement in product usability and client feedback scores.
- Led a team of 4 developers in implementing new features and managing version upgrades, successfully meeting 100% of deadlines across all projects.
- Completed 4 full-cycle implementations independently, from server setup to end-user training, achieving zero post-implementation critical issues and positive client evaluations.

## Projects

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### Customer Care Registry

- Designed and developed a centralized customer support registry system using HTML, CSS, JavaScript, Java, and PostgreSQL, improving ticket tracking, inquiry management, and response times.
- Collaborated with cross-functional teams to implement features like automated prioritization and real-time analytics dashboards.
- Conducted thorough testing and optimization to ensure scalability, reliability, and a seamless user experience, enhancing support efficiency and customer satisfaction.

### Edusity - College Landing Page - GitHub

- Designed and developed a fully responsive landing page for Edusity, an online learning platform concept, using React, Vite, HTML, CSS, and JavaScript, ensuring fast load times and smooth user interactions.
- Built modular and reusable UI components in React, with content dynamically rendered using JSON, allowing for easy updates and scalability of course or platform data.
- Implemented modern web design principles focused on accessibility, responsiveness, and clean aesthetics, resulting in an intuitive user experience across desktop and mobile devices.

## Technical Skills

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**Development:** HTML, CSS, Bootstrap, JavaScript, ReactJS, Bootstrap, Vite, JSON, PostgreSQL, Java, Python

**Version control:** Git, GitHub

**UI/UX design:** Figma

**Other tools:** MS-Word, MS-Excel, MS-Powerpoint, Blender, Unity, I-Report