PRAVIN KUMAR

Pravinkumar.one | Linkedin/in/pravinkumarone | GitHub/pravinkumarone | pravinkumarone@icloud.com | 8939517300

PROJECTS

Personal Website [pravinkumar.one]

HTML • CSS • JavaScript • GitHub Pages • Google Domains

Bank Management System
[github.com/pravinkumarone/BankManagementSystem]

Java • JDBC • JFrame • JCalendar.JAR • MySQLConnector.JAR • MySQL

Etch-a-Sketch [pravinkumarone.github.io/etch-a-sketch]

HTML • CSS • JavaScript • GitHub Pages

WORK EXPERIENCE

Technical Support Specialist | Business & Consumer

Tech Mahindra [OCT 2020 - JUN 2022]

Contributed voluntary support to the team resulting in improvements in the overall team performance by 25% and reaching milestones. Got recognized by the client for best customer satisfaction rate (CSAT) and 85% of first call resolution rate (FCR). Tracking and collaborating with case managers & compliant case managers to provide best resolution to the customers.

KPO Executive

InterGlobe Technology Quotient [NOV 2019 - MAY 2020]

Build airline fair files using GDS Travelport Galileo. Reissue and revalidation of tickets. Process bookings with hotels and transport vendors. Sound Working knowledge of Galileo GDS. Knowledge of the Geography Airline/Aviation/Travel Industry.

Sales Executive & Process Associate

IGT Solutions [OCT 2018 - OCT 2019]

Got recognized as the best customer satisfaction associate with 75%+ of CSAT. Assisted passengers with navigating their lost and mishandled belonging/baggage with a 95% of success rate. Supporting 150+ passengers/ week affected by unexpected flight schedule changes under the Irregular Operations Policy (IROP).

EDUCATION

Master of Computer Application [Amity University] [2023 - Present]

Bachelor of Commerce [Tamil Nadu Open University] [2019 - 2022]

TECHNICAL SKILLS

CI/CD | Microservices | Computer Networking | Cloud Computing | JAVA | Spring Boot | Docker | Kubernetes | Terraform | Jenkins | Maven | AWS | C++ | REST | DSA | HTML | CSS | JavaScript | NodeJS | C# | ASP.NET | Git | GitHub | VIM | Bootstrap | MySQL | MongoDB | Postgres | Ubuntu [Linux] | BASH | JSON

SOFT SKILLS

Effective Communication | Creativity | Adaptability | Accountability | Patience Negotiation | Emotional Intelligence |

CERTIFICATIONS

• Cloud Practitioner [AWS Cloud Quest]
• Microsoft Build: .NET Challenge
• Java & DSA - Alpha [Apna College]
• Spring Boot Essentials [Amigoscode]
• Fundamentals of digital marketing [Google Digital Garage]

AWARDS

• Bravo Award [Tech Mahindra]
• Best Performer [Tech Mahindra]
• PAT at the back [Tech Mahindra]

LANGUAGES

English | Hindi | Marwari | Tamil | Spanish

INTEREST

Music | Reading | Technology | Minimalism | Fitness

SOCIAL VOLUNTEER

Frequent Blood and Platelets Donor [Indian Voluntary Blood Bank]