PHILIP MATHEW. J

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Objective

A support accociate striving to utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.

Experience

Sutherland Global Services

April 2019 - Current date

Customer support Associate

Currently working in sutherland as an SME, waiting for acquiring the L2 post on the same company.

1. Working with customers to diagnose software related issues in the individuals Amazon page.

2. Keeping records on the issues.

3. Working on the issues or scheduling a team to work on the particular issue.

4. Providing updates on the issue through mail responces.

MADHURA INFOTECH (MIT)

June 2017 - September 2018

Data entry analyst.

1. Manuscript digitization, worked in the manuscripts provided by the clients.

2. Quality checks on the manuscripts.

3. Content writing and developing.

Education

Matriculation

2012

Higher secondary

63 percentage

Anna university

2012- 2017

MSc. IT

7.1 score

Skills

1. Proficient with MS Word, Excel, and Power point. 2. Worked in AWS platforms 3. Rational rose, Filezilla 4. C, C++, HTML,Scripting language.

Internships and workshops: 1. Implant training in HCL on the year December 2014. 2. Certified under NIIT on courses done on c, c++, Java, data structure in Chennai. 3. Worked on a project done on 3D city mapping at venil mapping consultancies, porur.

Projects

Data Mining.

Cert Technologies, Kodambakkam.

Duration: 5 months
Team size: individual.
Front End: VB
Back End: SQL

The project is done for handling client applications, information gathering and Data handling, to store vast date of each individual clients on different entities.

Achievements & Awards

1. Enthusiastic learner, with effective communication skills. 2. Charismatic and confident speaker. 3. Target Oriented. 4. Bronze medalist on cricket zonals conducted by universities.

Activities

1. Playing cricket. 2. Watching documentaries, sports. 3. Music

Languages

1. English 2. Tamil 3. Hindi

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