

SAM THAMBI

PROFILE

Ambitious and self-esteemed engineering fresher who is capable of applying technical skills for the improvement of the company. Improved my skills with the Graduation in Computer Engineering and looking forward in a competitive environment that can boost my overall learning I am also interested in obtaining certifications and publications that will demonstrate my proficiency and credibility in the industry

PROFESSIONAL EXPERIENCE

Sutherland Global Services

CS -Associate

- Associate - Exceeded Quantitative metrics on customer satisfaction and resolution.
- Actively worked to display a courteous and empathic attitude to customers, resulting in a net promotor score of above 80

Sutherland Global Services

- Maintained a knowledge base of the evolving product offerings and improved customer retention by proactively recommending new products to existing customers.
- Documented customer interactions to reduce on-boarding time when new customer service representatives interact with customers

PROJECTS

CODING A FITNESS TRACKER

- Create Python scripts to process, visualize, and model accelerometer and gyroscope data to create a machine learning model that can classify barbell exercises and count repetitions
- Skills Used : Python, Matplotlib — Visualization with Python

BLIND ASSIT

- The objective of this Mobile App is to help a blind or visually impaired person to navigate in outdoor areas via public transport systems independently. This App would act as a medium between the visually impaired and the society.
- SKILLS USED: Gps Tracking ,MySQL ,PH

CONTACT

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 Thozthumkudy H Njaralloor Kizhakkambalam

EDUCATION

Sree Narayana Gurukulam College of Engineering

Bachelor's Degree in Computer Science
2018 – 2022

Graduated 10th from Presidency Central School
ICSE(2015)

Graduated 12th from Presidency Central School
ICSE(2018)

SKILLS

- Software: Microsoft Office Suite, basic knowledge of remote desktop applications
- Networking: Basic understanding of TCP/IP and VPNs
- Communication: Strong verbal and written skills; adept at user training
- Detail-oriented and able to handle multiple tasks simultaneously
- Front end : Html , css and Javascript
- Java Programming
- GITHUB
- Basic understanding of AWS
- Troubleshooting: Ability to diagnose and resolve hardware and software issues.
- Remote Support Tools: Experience with tools like TeamViewer, and Anydesk
- Adaptability: Flexibility in handling changing user needs and environments.