



AKHIL B J

(TECHNICAL SUPPORT REPRESENTATIVE)

ABOUT ME

Technical support representative adept at resolving complex network issues. Competent in troubleshooting network hardware issues while responding to customer support issues. Seeking a position in a professional organization to work for the betterment of the company and to foster returns.

DOB: 03/05/2000

Visa Status: Visit Visa Valid
Until (26/03/2024)

Passport No: W0082858

CONTACT

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+971527279345

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akhilsisupalan77@gmail.com

Linked In ID:
<https://www.linkedin.com/in/akhil-b-j-330124215>

PROFESSIONAL SKILLS

- C#
- SQL
- ASPDOTNET
- PYTHON CORE
- HTML
- CSS
- BOOTSTRAP
- REACT
- SQL
- FLASK
- DJANGO

EDUCATION

UNIVERSITY OF KERALA

2018 - 2021

Bachelor in Computer Application
CGPA :6.3

BOARD OF HIGHER SECONDARY EDUCATION

2017 - 2018

Higher Secondary Education
70%

Secondary Certificate

2016

Indian Public School, Kollam
80%

INTERNSHIP

Kerala State Technical Education Development Society (KERALA STEDS)

Full stack Developer in Advanced Python (Reg No: KSIT0274/2021)

April 2022

- PYTHON CORE
- HTML
- CSS
- AJAX
- JQUERY
- BOOTSTRAP
- REACT
- SQL
- FLASK
- DJANGO

PROJECT

Cargo Management System (2018)

- Developed a centralized computer-based information system known as the Cargo Management System within a span of 120 days.
- Implemented a web application program that efficiently manages all activities related to import and export processes.

SKILLS

1. Administrative Skills:

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Data entry and record management.
- Calendar management and scheduling.
- File organization and documentation.

2. Receptionist Skills:

- Excellent telephone etiquette and customer service
- Front desk operations and visitor management.
- Handling incoming and outgoing mail and packages.
- Multitasking and managing inquiries efficiently.

3. Communication:

- Strong verbal and written communication skills.
- Professional email correspondence
- Interpersonal skills for effective interaction with colleagues and clients.

4. Organization:

- Time management and prioritization.
- Attention to detail in handling paperwork and documentation.
- Efficient workflow coordination.

- Designed and implemented various modules including Users, Providers, Vehicles, and Admin to ensure seamless functionality of the CMS system.
- Streamlined import and export activities by providing accurate and timely information to users, enabling them to make informed decisions.
- Successfully integrated active verbs such as handle, carry out, provide, and streamline to enhance the description's professionalism and impact.
- Formatted the resume description in a bullet list to improve readability and highlight key accomplishments.

PREVENTION OF INTRUSION AND MISDEED OF MIGRANT LABOURS (2022)

- Implementation of mandatory identity proof for migrant laborers working with private firms within city limits, aimed at preventing intrusion and misdeed.
- First phase of project focuses on workers in hotels and restaurants in the city Addressing the issue of small and medium hotels lacking identity cards or records for their workers.
- Enhancing verification process for individuals found on roads during night patrolling who claim to work in hotels.
- Collaboration with district Panchayath to create comprehensive records of temporary settlement of migrant laborers in the district.

TECHNICAL SKILLS

- MS OFFICE (WORD, EXCEL, POWER POINT PRESENTATION)
- Troubleshooting
- System Administration
- Technical Support
- Networking
- Customer Service
- Problem solving

LANGUAGES KNOWN

- English (Professional)
- Malayalam (Native)
- Hindi (Intermediate)
- Tamil (Intermediate)

DECLARATION

I Hereby Declare that All the Above-Mentioned Information Given By Me is True and Correct to the Best of My Knowledge.

DATE: 27 January 2024

PLACE: DUBAI

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