SHINIL JOSHUA

Quick learner, Mentor, Problem solver

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joshua.shinil.sj@gmail.com

EDUCATION

Government engineering college, Thrissur— *B.Tech CSE*

APRIL 2013 - APRIL 2017

Received the degree of B.Tech in Computer Science and Engineering with First class(6.5 CGPA) from the University of Calicut.

Gbhss, Manjeri— *Higher secondary education*

JUNE 2010 - JUNE 2012

Completed higher secondary exam with 95% of marks.

Nssemhss, Manjeri— *SSLC*

March 2010

Completed 10th grade exam with 100% of marks.

EXPERIENCE

QUBEDYNAMICS, Kochi—*Senior Support Analyst*

NOVEMBER 2021- PRESENT

Maintains Identify and diagnose issues and problem ,Monitors issues from start to resolution,Categorize and record reported queries and provide solutions,Team lead managing a group of Junior analysts. Experience with ZENDESK CRM.

AMAZON India, Coimbatore— *Tech Support Associate*

SEPTEMBER 2020 – NOVEMBER 2021

Responding to inquiries helps to maintain customer relatiosnships.Installing and configuring hardware and software,diagnosing and fixing error,addressing network problems, and documenting activities.

BYJUS learning app , Kochi — Business development associate

June 2019- December 2019

Generate new sales leads, negotiate client pricing, and forecast sales revenue, familiarity with LeadSquared a cloud-based marketing automation and customer relationship management (CRM)

LECITRUS Technologies, Calicut—*Junior system analyst*

JUNE 2017- December 2018

Evaluated company needs and planned software development. Functioned as the SPC for clients from the middle east and India. Developed functional and code specification papers for over 110 customers, updated the user interface for the Laider e-commerce platform in the UK.

SKILLS

- C Programming
- Python
- SQL, PL SQL
- MS Excel
- Project Management
- Communication Skills
- Digital Marketing
- Presentation skills
- Customer Relations
- Team Management

CERTIFICATIONS

- Google certification in Fundamentals of Digital Marketing.

POSITIONS OF RESPONSIBILITY

- Publicity Committee Convener National level Technical Fest Dyuthi GEC Thrissur
- ISTE GEC Chapter convener 2014

AWARDS

- Runner up, District level Teen Talent Quiz Competition in 2011
- Certificate of Merit for Securing A+ in all subjects (Xth Std), 2010
- Best actor State Youth festival

LANGUAGES

- English
- Malayalam
- Tamil