

Melvin George

Technical Support Engineer in delivering high-quality technical support for software and hardware products. Skilled in troubleshooting technical issues, providing exceptional customer service, and collaborating with cross-functional teams. Solid foundation in systems administration, network management, and customer relationship management.



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WORK EXPERIENCE

Quality Analyst / Technical Support LogicPlum Inc

09/2021 - 09/2023

Trivandrum, India

Achievements/Tasks

- Worked closely with product owners and stakeholders to gather and refine requirements, ensuring alignment with business goals.
- Participated in code reviews, providing constructive feedback to enhance code quality and maintainability.
- Performed Analysis on physician hiring, report generation and medical campaigning applications.
- Responded to help desk tickets, prioritized issues, and escalated problems when necessary.
- Contributed to the identification and resolution of bugs, improving overall system stability.
- Conducted thorough testing, including unit testing and integration testing, to ensure the reliability and functionality of software components.
- Coordinated with International Clients for troubleshooting technical issues

EDUCATION

M.C.A.

Thakur Institute of Management Studies
Career Development and Research /
University of Mumbai

2020

6.53/10

B.Sc. (IT)

Vivek College / University of Mumbai

2016

4.03/7

SKILLS

Troubleshooting Hardware and Software Issues

Python

Django

SQL

Remote Desktop

Ms Office

Networking

PERSONAL DETAILS

Date of Birth : 02/05/1995

Nationality : Indian

Passport Number : B6302502

SOFT SKILLS

Public Speaking

Team Collaboration

Quick Learner

LANGUAGES

English

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency

Malayalam

Native or Bilingual Proficiency

Marathi

Full Professional Proficiency