



MERIN GEORGE C

APPLICATION SUPPORT ENGINEER

PERSONAL PROFILE

I am a highly motivated, B.Tech CS graduate having more than 2 years of experience as Technical Support Engineer with good communication and etiquette, seeking for a job to pursue a highly rewarding career and healthy work environment with a reputed organization where I can utilize my true potential while nurturing my analytical and technical skills and knowledge efficiently for the organizational growth.

IT PROFICIENCY

- PL/SQL
- Microsoft Office
- .NET

CERTIFICATES

- Oracle PL/SQL Fundamentals - Udemy
- HTML Fundamentals - SoloLearn
- Introduction to Data Science - Alison

LANGUAGES KNOWN

- English
- Malayalam
- Hindi

CONTACT INFO

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WORK EXPERIENCE

Application Support Engineer (Developer-L2)

MANAPPURAM FINANCE LIMITED | SEP 2020 - OCT 2021

- Identify, analyze and fix application issues and provide support through SQL queries.
- Retrieving and providing necessary data from the database.
- Consulting with the software development team, internal users, and clients to improve application performance.
- Ensuring effective front-end and back-end functionality of applications.

Application Support Executive for IBM

NITYO INFOTECH PVT. LTD. | JUL 2019 - AUG 2020

- Managing ticketed query system using IBM ICD tool and ensuring comprehensive database of queries and resolutions kept up to date.
- Providing primary technical support for company customers and end-users.
- Maintaining and updating technical documents and procedures
- Identifying and resolving technical issues.

ACADEMIC HISTORY

APJ Abdul Kalam Technological University

B.TECH(COMPUTER SCIENCE AND ENGINEERING) | AUG 2015 - JUN 2019

Nehru College of Engineering & Research Centre

CGPA: 7.22

Main Project: Real time water check using IoT

- Member of National Service Scheme Technical Cell (NSS)

St.Pauls Public School

CBSE - CLASS TWELVE | JUN 2013 - MAR 2015

XII Grade - Computer Science

Percentage: 70%

- Executive Member of Student Council