

SOURAV KUMAR NAYAK

7326841251 | nsourav400@gmail.com | linkedin.com/in/sourav-nayak-370073277

PROFILE

Enthusiastic computer science graduate eager to start a career in software development and contribute to real-world projects.

EDUCATION

- | | |
|---|-------------------------------|
| • MCA – NIIS Institute of Business Administration | 2022 – 2024 CGPA: 8.78 |
| • B.Sc – GC College, Utkal University | 2016 – 2019 CGPA: 7.45 |
| • 12th – B. Barada Mahavidyalaya (CHSE) | 2014 – 2016 Percentage: 51% |
| • 10th – Bancha Bata High School (BSE) | 2013 – 2014 Percentage: 70% |

SKILLS

Technical: Java, Spring Boot, Hibernate, REST APIs, MySQL, JDBC, HTML, CSS, JavaScript

Tools: STS, Eclipse, VS Code, MySQL Workbench

Other: MS Office, Excel, Teamwork, CRM, Communication

CERTIFICATIONS

- Computer Networks and Internet Protocols (NPTEL)
- Internet of Things (NPTEL)
- Cloud Computing (NPTEL)
- Intellectual Property and Rights (NPTEL).
- Java Full Stack Development

PROJECTS

- **Library Management System – Full Stack Development** Developed a full stack Library Management System using Java, Spring Boot (backend), and HTML/CSS (frontend).
- Utilized H2 database with JDBC for data handling, implemented REST APIs for seamless frontend-backend integration, and tested functionalities for performance optimization.
- Resulted in a responsive and efficient application supporting core library operations like book inventory, issue, and return, improving user experience and system reliability.

EXPERIENCE

- **Teleperformance Global Services Pvt. Ltd** **Associate | Jan 2020 – Nov 2020**
I resolved an average of over 40 technical inquiries daily via CRM, achieving a 95% first-contact resolution rate. I maintained 99% data accuracy in customer records by consistently updating and verifying information. Additionally, I contributed to a 10% improvement in team response time through efficient ticket handling and collaboration.
- **Vibrant Infocom Pvt. Ltd** **Associate | Jan 2021 – May 2021**
At Vibrant Infocom Pvt. Ltd, I managed non-voice sales operations, improved monthly conversion rates by 15%, generated accurate sales reports using VDI and Excel, and streamlined process documentation to speed up onboarding by 20%.
- **Tech Mahindra Pvt. Ltd** **Associate | Jun 2024 – Dec 2024**
validated over 1,000 records per week, achieving 98% accuracy in compliance audits. I identified and resolved more than 200 data discrepancies within SLA timelines, reducing escalations by 25%. I ensured adherence to compliance protocols, supporting a 100% audit pass rate during my tenure.

STRENGTHS

- Quick learner with the ability to adapt to new technologies and environments swiftly.
- Strong problem-solving and analytical skills, especially in debugging and system optimization.