BHAVITH KUMAR

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PROFESSIONAL SUMMARY

Junior Tech Operations Associate with 2 years of technical and customer support experience via live chat for HostGator and Bluehost customers (25-40 tickets/day). 85%+ first-contact resolution, 4.85-4.9/5 CSAT. Strong in DNS, cPanel/WHM, SSL, email and WordPress troubleshooting. Immediate joiner, open to remote or hybrid roles.

SKILLS

Hosting: DNS, cPanel/WHM, SSL, Domain Management, Email Troubleshooting, Root Cause Analysis, Technical Support, Customer Support, Ticketing, SLA Management

Programming Languages: Java (basics), Python, C/C++, HTML/CSS, Bash scripting

Databases: MySQL, Firebase

Tools / Platforms: WordPress, GitHub, VS Code, Android Studio, Eclipse, Jupyter Notebook, Linux Command Line, Genesys, Pega

WORK EXPERIENCE

Junior Tech Operations | UnifyCX, Mangalore (Sep 2024 - Present)

- Handled 25-40 live chats daily on Genesys for HostGator and Bluehost, resolving DNS, email, domain and website issues end to end.
- Maintained 30-second first response time, 80-90% SLA compliance, 85%+ first-contact resolution and 4.85-4.9/5 CSAT.
- Managed domains, DNS, SSL and email accounts in cPanel/WHM; fixed file and email permissions via command line and analyzed email logs.
- Diagnosed WordPress errors and downtime, documented root causes in Pega to reduce repeat tickets; handled malware removal and migrations.
- Escalated only complex server-side cases with clear documentation.

Intern | EvolutelQ, Mangalore (Feb 2024 - Apr 2024): Supported workflow automation on an enterprise platform by mapping user processes.

PROJECTS

- **Screen999.com**: website using the Wake Lock API to keep computers awake 24/7 (HTML, CSS, JavaScript).
- **Doctor Assistance Using AI**: AI health assistant that analyzes symptoms and tracks health data (Python, JavaScript).
- **Eventigo**: event management app for birthdays, weddings and other events (Java, MySQL, Firebase).

EDUCATION

B.E. Computer Science and Engineering, Sahyadri College of Engineering and Management, Mangalore (2020-2024)

Diploma in Computer Science and Engineering, Karavali Polytechnic College, Neerumarga (2017-2020)

CERTIFICATIONS

Foundations of Cybersecurity, Coursera (Aug 2024) | Foundational C# with Microsoft, freeCodeCamp (Aug 2024)