

MRINMOY POLLEY

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SUMMARY

B.Tech graduate with a passion for engineering and technology. Strong analytical mindset with expertise in data extraction, analysis, and error resolution, driving operational improvements and data-driven decision-making for enhanced business performance. Demonstrated leadership in delivering high-quality solutions, ensuring seamless integration of technologies while maintaining client satisfaction and operational efficiency.

EDUCATION

SISTER NIVEDITA UNIVERSITY , **Kolkata, WB**
B.Tech , Computer Science & Engineering (CGPA: 8.64/10.00) 2020-2024

HERITAGE ACADEMY HIGH SCHOOL, **Howrah, WB**
XIIth, WBCHSE (Percentage : 72.2%) 2019-2020
Xth, WBBSE (Percentage : 69.3 %) 2017-2018

PROJECTS

Medicare X | Android Studio, Dart, Machine Learning, Android Studio, Firebase, MySQL

- Developed a system to extract medicine names from prescriptions using advanced machine learning algorithms, streamlining the prescription-to-purchase process.
- Integrated features to suggest nearby pharmacies with medicine availability or enable online ordering, enhancing user convenience and operational efficiency.
- Leveraged Flutter and Dart for cross-platform development, Android Studio for seamless deployment, android bust database management for data handling.

Intellichair | Python, Raspberry PI, Unix, Raspberry PI OS

- Engineered an innovative smart chair equipped with advanced sensors to monitor critical health parameters such as SpO2, body temperature, ambient temperature, and blood pressure
- Developed and deployed a robust health analytics system using Raspberry Pi for real-time data acquisition, processing, and analysis.
- Programmed key functionalities in Python, ensuring efficient integration between hardware components and software algorithms.
- Utilized a Unix-based operating system to enhance system stability, scalability, and performance.

Musical Cone | HTML,CSS JavaScript

- Developed a music player that provides users access to a wide variety of songs.
- Designed and implemented the user interface using HTML and CSS for intuitive navigation and enhanced user experience.
- Clickable song list with instant playback switching.

WORK EXPERIENCE

Technical Support Executive | Teleperformance (Mar, 2025 – Present)

- Diagnosed and troubleshooted hardware and software issues for end-users, ensuring minimal downtime.
- Guided users through step-by-step solutions, including software installation, configuration, and basic network setup.
- Documented technical issues and their solutions in the internal knowledge base for future reference.
- Monitored system alerts and escalated complex issues to Level 2/3 support or engineering teams when necessary.
- Assisted with network connectivity issues, including VPN setup, Wi-Fi troubleshooting, and DNS issues.
- Performed routine system updates, patches, and maintenance tasks to ensure smooth performance.
- Maintained a high level of customer satisfaction by ensuring quick resolution and following up with users post-resolution.
- Responded to customer queries via chat, providing technical assistance in a timely and courteous manner.

TECHNICAL SKILLS

Programming Languages: Python, C, Java and Dart

Database: SQL, Firebase

Web Technologies: HTML, CSS, JavaScript, React JS, Bootstrap

Tools: Git, VS Code, Jupyter Notebook, Android Studio, PyCharm, PowerBI, MS Excel

CERTIFICATIONS

- Python101 for Data Science (IBM)
- Programming in C Certification (My Captain)
- Front End Development - HTML (Great Learning)
- Front End Development - CSS (Great Learning)
- JavaScript Certificate (HackerRank)

LANGUAGES

- English
- Hindi
- Bengali

KEY STRENGTHS

- Collaborative Team player
- Team Management
- Leadership
- Communication

HOBBIES

- Travel
- Music
- Movies
- Cricket
- Technology