

ATHUL C

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📍 Kannur, Kerala

📅 1998-01-08

🐙 github.com/Alpha1ne

PROFILE

Motivated and detail-oriented professional with experience in operations coordination, technical troubleshooting, and customer support environments. Strong foundation in networking concepts, system maintenance, and digital workflow management with the ability to resolve issues efficiently and support daily technical operations. Quick learner with excellent communication and problem-solving skills, eager to contribute to organizational growth in a dynamic work environment

SKILLS

- DSE (Desktop Support Engineering)
- CCNA (Cisco Certified Network Associates)
- MCSA (Microsoft Certified System Associates)
- RHCE (Red Hat Certified Engineer)
- Ethical Hacking

CERTIFICATES

- Microsoft Certified Professional
- Certified Ethical Hacker (CEH)

EDUCATION

2022 – Present KANNUR	BA English Bharathiar University
2013 – 2015 Kannur	Plus Two Aksghss Malappattam

PROFESSIONAL EXPERIENCE

2020 – Present Kannur	Operations Manager Sahara Groundwater • Managed daily operations and team coordination, using digital tools to track tasks, maintain records, and generate reports. • Handled basic troubleshooting of office systems and equipment, ensuring minimal disruption to day-to-day work. • Organised and maintained data files, operational logs, and documentation using computer-based tools. • Liaised with vendors and senior management, often relying on email and digital communication platforms for efficient coordination.
2018 – 2019 Mangalore	Customer care executive Cogent E Services Pvt.Ltd • Handled customer inquiries and resolved complaints through a CRM-based ticketing system, ensuring timely closure. • Guided customers patiently through solutions, developing clear communication skills with non-technical users. • Maintained accurate logs and follow-up records, contributing to consistent service quality.

LANGUAGES

English	Malayalam
Tamil	