HAMAD YOUSUFF

B.Tech in Computer Science

51/204 A, OPP RELIANCE BUNK, KARAMADAI ROAD, METTUPALAYAM COIMBATORE - 641104.

+91 9585 48 4400

HAMADYOUSUFF.SAIT@GMAIL.COM

PROFILE

"Enthusiastic, highly-motivated Computer Science Engineer with proven leadership capabilities, who likes to take initiative and seek out new challenges."
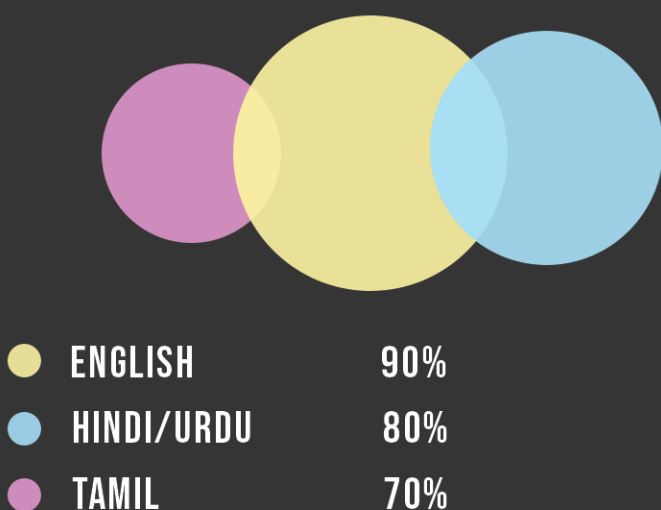
OBJECTIVE

To secure a responsible career opportunity to fully utilize my training and skill set, while making a significant contribution to the growth and success of the company.

PRO SKILLS

C/C++/JAVA

DBMS

SFDC

WEB DEV

MS OFFICE

LANGUAGE

- ENGLISH — 90%
- HINDI/URDU — 80%
- TAMIL — 70%

INTERESTS

MACHINE LEARNING & ARTIFICIAL INTELLIGENCE

WEB DESIGN & ANDROID APP DEVELOPMENT

CRYPTOGRAPHY & COMPUTER NETWORKS

MUSIC, MAGIC, PHOTOGRAPHY & TRAVELLING

SWIMMING, CRICKET, BASKETBALL

EDUCATION

B.TECH - COMPUTER SCIENCE ENGINEERING
2016 - 2020

Amrita Vishwa Vidyapeetham
Coimbatore, Tamil Nadu.
CGPA: 7.41/10.00

HIGHER SECONDARY SCHOOL
2014 - 2016

S.S.V.M Institutions.
Mettupalayam, Coimbatore, Tamil Nadu.
12th CBSE result: 84%

SECONDARY SCHOOL
2012 - 2014

S.S.V.M Institutions.
Mettupalayam, Coimbatore, Tamil Nadu.
10th CBSE result: 9.8/10

WORK EXPERIENCE

CUSTOMER SUCCESS OPERATIONS
FEBRUARY 2020 - PRESENT

AppViewX
Key Responsibilities:
• Customer churn prediction, NPS/CSAT automation.
• Customer health scoring system. (built in-house)
• Salesforce development & administration.
• Lead qualification & pipeline reporting.
• Lead to revenue reporting, CS/Sales enablement.
• Developing a CS knowledge base, Customer journey.

INTERNSHIP
2018

Finesse Market Links
Key Responsibilities:
• To develop a warehouse inventory management system.

INTERNSHIP
2017

ABAD Overseas Pvt. Ltd.
Key Responsibilities:
• To develop a POS billing system.

PROJECTS / WORKSHOPS

WEBINAR SERIES
AUGUST 2021

Customer Success Leadership Bootcamp
Five weeks hands on Customer Success best practices bootcamp, with Kristi Faltorusso, VP of Customer Success at ClientSuccess.

INTERNSHIP PROJECT
2020

Adoption Genie - AppViewX
Workflow to read customer adoption data & provide insights regarding user logins, device operations, etc.

UNIVERSITY PROJECT
2019

Flight Delay Prediction.
DBMS Project.

UNIVERSITY PROJECT
2018

Automated Street Light System
Workshop on various applications of IOT modelling automated streetlights and headlights for energy conservation.

UNIVERSITY PROJECT
2017

Guide – Assistant for the visually impaired.
Android Studio Project.

OTHER QUALIFICATIONS / ACHIEVEMENTS

CISCO THINGQBATOR
AMRITA UNIVERSITY

CISCO ThingQbator Laboratory Project Leader.

ANOKHA 2020 TECH FEST
AMRITA UNIVERSITY

Head of Corporate Relations.

KIT QUIZ - STATE LEVEL
KIT COIMBATORE

Secured 3rd place in KIT Quiz, State Level Quiz Contest.