

# THOMAS ABRAHAM

Frontend Developer/ Technical support Engineer

✉ kariachen.a011@gmail.com 📞 +91-7907946944

📍 37/60, 7th main 4th cross, Muniyappa layout, Garvebavi palaya, Hongasandra main Rd, Bengaluru, Karnataka 560068

📅 24/06/1995 🌐 [linkedin.com/in/thomas-abraham-3597b61a5](https://www.linkedin.com/in/thomas-abraham-3597b61a5)

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## PROFILE

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Detail-oriented and creative UI Developer with 1 year of hands-on experience in designing and developing responsive, user-friendly web interfaces using HTML, CSS, JavaScript, and modern frontend frameworks like React.js. Skilled in translating design mockups into high-quality code, optimizing UI performance, and ensuring cross-browser compatibility. Adept at collaborating with designers, backend developers, and stakeholders to deliver seamless user experiences. Eager to grow in a fast-paced, collaborative development environment while contributing to impactful projects.

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## PROFESSIONAL EXPERIENCE

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**Full stack Python with React Developer Intern** 01/2024 – present | Trivandrum, India  
**Mashupstack**

- **Proficient in front-end technologies:** HTML, CSS, JavaScript, and React.js, with hands-on experience in building responsive and dynamic web interfaces.
- **Experienced in Tailwind CSS**, enabling the development of clean, fast, and fully responsive UIs with modern utility-first styling.
- **Efficient state management** implementation using React techniques (Context API, Redux, etc.) to ensure performance and scalability.
- **Backend development experience** using Python and Django for creating robust, scalable web applications with secure user authentication and role-based access control.
- **Well-versed in RESTful API integration**, enabling seamless communication between front-end and back-end systems.
- **Strong understanding of web performance optimization**, including lazy loading, code splitting, and minimizing re-renders.
- **Adheres to best practices** for both front-end and back-end performance, including modular architecture and clean code principles.
- **Collaborate with cross-functional teams** to translate UI/UX concepts into clear technical requirements and actionable sprint tasks.
- **Analyze and refine application and interface designs**, ensuring alignment with business goals and user-experience best practices.
- **Map and optimize web-based user journeys**, identifying interaction patterns that maximize engagement and accessibility.
- **Build and maintain highly responsive UI components** with React (hooks, context, functional components) and modern JavaScript/TypeScript.
- **Write clean, reusable, and testable code**, adhering to established React workflows (Redux / Zustand, React-Router, React Query, etc.).
- **Debug and troubleshoot front-end issues** across browsers and devices, reducing production defects through thorough root-cause analysis.
- **Design scalable front-end architecture**, integrating REST/GraphQL APIs and micro-frontend patterns to support rapid iteration.
- **Continuously monitor and improve performance**, leveraging Lighthouse audits, code-splitting, lazy loading, and bundle analysis to cut page-load times.
- **Document component libraries, coding standards, and release notes**, ensuring knowledge transfer and streamlined onboarding for new developers.
- **Pillbox – Medical Store Management System** A Django-based web application with features like **user authentication, CRUD operations, and search functionalities** to manage medical inventories effectively.

- **Filmy – Movie Ticket Booking App** Developed a responsive React frontend integrated with a Django backend. Includes **online ticket reservation**, **show-time mapping**, and a full **admin panel** to manage shows (add/edit/delete).
- **Mini Games Suite** Created interactive web-based games like **Tic Tac Toe**, **21 Jack**, etc., using JavaScript and React to enhance logic-building and UI interactivity.

### Senior Process Associate

11/2021 – 12/2023 | Trivandrum, India

#### Revyrie Global Technologies

- Provide first-level technical support to end-users through phone, email, and in-person interactions.
- Assess and qualify incoming support requests to determine priority and required resolution path.
- Diagnose and troubleshoot hardware, software, and basic network-related issues.
- Assist in the installation, configuration, and ongoing maintenance of desktops, laptops, printers, and other peripherals.
- Process and resolve incidents and service requests in alignment with established procedures and best practices.
- Accurately record, track, and manage support tickets using a dedicated ticketing system.
- Ensure timely and efficient issue resolution in compliance with defined Service Level Agreements (SLAs).
- Escalate unresolved or complex issues to senior support staff or specialized teams as necessary.
- Tailor support and communication based on the user’s IT knowledge and level of autonomy.
- Deliver clear, concise instructions and technical solutions to users with varying levels of expertise.
- Follow up with users post-resolution to ensure satisfaction and proper closure of support cases.

### Senior customer Associate

09/2017 – 10/2021 | Trivandrum, India

#### Allianz

- **Insurance Claims Management:** Expertise in processing and assessing property and motor insurance claims, ensuring accuracy and timely resolution.
- **Claims Assessment & Investigation:** Ability to review claim details, investigate circumstances, and determine eligibility for payouts according to policy terms.
- **Payment Processing:** Skilled in managing claim payments, ensuring funds are allocated appropriately and in line with company protocols.
- **Customer Service & Communication:** Proficient in handling customer inquiries, providing updates, and addressing concerns to ensure high satisfaction levels.
- **Policy Knowledge:** Strong understanding of Australian insurance policies, including property and motor coverage, exclusions, and terms.
- **Risk Management:** Experienced in identifying potential risks, recommending mitigation strategies, and ensuring compliance with company guidelines and legal standards.
- **Documentation & Reporting:** Skilled in maintaining accurate records of claims, payments, and customer interactions for auditing and compliance purposes.
- **Developed and maintained Standard Operating Procedures (SOPs)** to streamline order management, contract processing, and warranty claim workflows.

## EDUCATION

### B.Tech in computer science

07/2013 – 06/2017 | Trivandrum, India

#### Lourdes Matha college of science and technology

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## SKILLS

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HTML 5 & CSS 3	Javascript
React js	Bootstrap
Python	Django
MySQL	Figma
Excellent communication skills	Problem Solving
Team Player	Ability to work under pressure
Strong organizational	Strong time management skills

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## CERTIFICATES

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- Fullstack Python with React Developer [↗](#)