Shivakumar Meesala

London, UK · Meesalashivakumar12@gmail.com · linkedin.com/in/meesala-shiva-kumar-447543341 Seeking: Electrical Engineering · Technical Support · Customer Support / Success · Customer-facing technical roles · Crypto & blockchain customer support

Education MSc Project Planning and Management — University of Bradford, UK · currently pursuing. Core modules: Project Planning and Design; Project Implementation Management; Project Finance and Appraisal; Dissertation. MSc Electrical and Electronics Engineering — University of Greenwich, UK · completed 2026 BTech Electronics and Communication Engineering — Jawaharlal Nehru Technological University, Hyderabad · 2022

Experience Customer Service Associate & Store Operations, B&M Bargains, UK · Sep 2024 – present. First-time query resolution, accurate POS/cash handling, complaint de-escalation within policy, stock and store operations, supporting new colleagues. International Customer Support Associate, Amazon Development Center (virtual) · Aug 2022 – Aug 2024. Complex account, access and transaction issues for Europe and North America; root cause analysis; cross-team escalation; CSAT, AHT and quality KPIs consistently met; selected among top 600 associates for the AC3 tool pilot.

Engineering projects Dual-Input Solar PV Wireless EV Charging (group) — MPPT on STM32, converter PCB, testing; ~95% MPPT tracking, 80–87% wireless efficiency (academic testing). Solar PV Wireless Power Transfer (group) — harvesting stage, PCB layout, loss analysis. Bluetooth Smart Announcement System (solo) — Arduino, HC-05, LCD, Proteus simulation and PCB, error handling. AI Virtual Keyboard (solo) — Python, OpenCV real-time gesture detection.

Tools MATLAB, Simulink, Proteus (ISIS/ARES), KiCad, STM32CubeIDE, Arduino, Python, OpenCV, Excel, CRM & ticketing systems, POS, Windows

Certifications & learning Employability Skill Development Training Programme — Naandi Foundation / TASK / Mahindra Pride Classroom (2021–2022). Embedded Systems Using Arduino workshop — St. Mary’s Engineering College (28–29 February 2020). Campus Recruitment Training, Level One — St. Mary’s Engineering College (Sep–Oct 2021). Robotics TECHNOSIA certificate of merit — SparkLab / Techniche IIT Guwahati (date and placing awaiting confirmation). No earned crypto certifications evidenced.

Availability UK right to work as a student (student visa conditions) · notice 2–3 weeks, immediate in some cases · open to relocate.