

ADITI SEAL

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DOB: 2nd July, 1997

Gender: Female

Languages Known: English, Hindi, Bengali

Location: Bangalore, India



As a System Engineer with over 3 years of experience in the field, I have developed a strong understanding of how to communicate with customers efficiently and effectively. I am confident that my skills and experience in technical as well as business makes me a strong candidate for the role.

WORK EXPERIENCE

- **Infosys Technologies Pvt Ltd (2021 – Present)**
Designation – System Engineer (Software Developer as well as Operations)
Nature of Job – 1st project: Modifying code as per client requirement. 2nd project: Supporting and managing operations using Service Now, Java and Interfacing with client.
- **Flipkart (April 2021 – August 2021)**
Designation – Customer Support Executive (Voice)
Nature of Job – Handling customers over calls, emails, chats.
- **Cognizant Technology Solutions (August 2020 – March 2021)**
Designation – Engineer Trainee
Nature of Job – Service Desk Support Analyst (Solving customer problems technically over calls, emails, chats)

PROJECTS

- **Portfolio (Aditi Seal) –**
This is my Portfolio website. Used HTML, CSS and JavaScript to build this.
Link - https://aditi176.github.io/ADITI_SEAL/
- **Bistro: Dine Here (January 2020) –**
It is a website designed for virtual restaurant. Here I have used Html, css and a grid system to make some cards. Also, used JavaScript Lightbox for image gallery.
Link - <https://aditi176.github.io/Bistro-Dine-Here/>
- **bYt: Book Your Trip (December 2019 – January 2020)**
It is a virtual travel website. Here I have used Html and CSS and media query for the mobile version. Also, used checkbox property to make hamburger menu.
Link - <https://aditi176.github.io/bYt-Book-Your-Trip/>
- **Amgen (Client in Cognizant) –**
Solved user's problems over calls, emails and chats by using Service Now tool, etc.
- **Northwestern mutual (Client in Infosys) –**
 1. First project – Modified code as per client's requirement.
 2. Second project – Working as a part of Operations Team. Interacting with clients, handling Job failures, correcting Data using SQL, managing Incidents in Service Now.

POSITION OF RESPONSIBILITY

- Handled clients in emergency situations in my previous job.
- Took ownership of any fault from our side while dealing with clients.
- Managed clients in difficult situation.
- Single handedly handled job failures and calls
- Worked as the head-coordinator of my team.
- Organized an event in our college technical fest.

SKILLS

- **Business Skills –**
 - Communication
 - Leadership
 - Time Management
 - Project Management
 - Organizational Skills
 - Management Problem Solving
- **Technical Skills –**
 - Computer Literacy
 - Computer programming (C language, Core Java, HTML, CSS, JavaScript, NodeJs)
 - Databases – SQL
 - ITSM, ServiceNow Management, Customer Support, Customer Handling
 - Backend Operations
- **Tools –**
 - Jira
 - Microsoft Office (Excel, Word, PowerPoint)
 - ServiceNow, Zendesk

HOBBIES AND INTERESTS

- Talking to people
- Writing Diaries
- Listening to melodious songs
- Designing Websites
- Cooking

EDUCATION

- **B.Tech in Computer Science and Engineering (2017 - 2020)**
Bengal Institute of Technology, MAKAUT
CGPA – 8.37
- **Higher Secondary Education in Science (2015 – 2016)**
Welland Gouldsmith School, ISC Board
Aggregate % - 77.25
- **Secondary Education in Science (2014)**
Welland Gouldsmith School, ICSE Board
Aggregate % - 81.8%