

ADITYA H SHETTY



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Career Objective

To work in a good professional environment with good flexibility, gain knowledge and understand the business platform to lay stepping stones for my growth in the organization.

Work Experience

I. Software Engineer in Novel Office

Aug 2016 - Present

❖ Roles & Responsibilities:

- Designing websites for the organisation using front end tools like Joomla, WordPress.
- Designed static pages, responsive WordPress website landing pages.
- Designed the new Novel Office Global / India / USA websites as well as blogs.
- Created modules by self-learning online for meeting room booking, contact forms, Job application forms, toggler tabs, etc.
- Coding using HTML, CSS and JavaScript in Joomla templates for customized designs.
- Hosting the website in Godaddy and maintaining backup.
- Interacting with Godaddy support to resolve any issues affecting the speed of the website or security issues.
- Good knowledge on SEO practices and improving website page speed using Google tools.
- Resolving issues by finding the solutions in internet and forums for Joomla, WordPress or for any other plugins.
- Basic knowledge on online marketing, Google and Bing webmaster.
- Tracking leads and maintaining a database of the leads in CRM using MySQL.
- Interacting with the template support team if any complex customizations are required.

II. Client Tech Support Associate in Dell International Services

Mar 2014 - Apr 2015

❖ Roles & Responsibilities:

- Responsible for providing remote diagnostic technical support of desktops, portables and software for customers based in United Kingdom and Ireland via over telephone and emails.
- Applying diagnostic techniques to identify problems, investigate causes and recommend solutions to correct failures
- Documenting problems in the support solution database for diagnostics and solution implementation
- Resolving operating system issues or drivers installation by taking remote access of the system of end users.
- Ensured proper escalation procedures are followed.
- Responsible for customer satisfaction through effective handling of customer problems and have achieved top metrics for same.
- Possess strong analytical skills and effective communication skills and able to resolve complex technical issues

Achievements

Awarded as the **Employee of the Month** by **Dell** for **November 2014**

Cisco Certified Network Associate #200-120 – November 2015

Academic Qualifications

- Degree** : Bachelor of Engineering *2009-2013*
 - Major** : Electronics and Communications
 - CGPA** : 6.88/10 (61.3%)
 - Institution** : NMAM Institute of Technology, Nitte
 - University** : Autonomous under VTU, Belgaum
- H.S.C** (MH State Board): 68% (Vani Vidyalaya, Mumbai) *2008-2009*
- S.S.C** (MH State Board): 78% (Holy Angel's High School, Mumbai) *2006-2007*

Technical Skills

- Operating Systems** : Windows 7/8
- Programming Language**: Java
- CMS** : Joomla, WordPress
- Web Technology** : HTML, CSS, JavaScript, JQuery
- Tools** : Eclipse, Visual code editor, Sublime, Excel, Power Point
- Other** : MySQL, A+, N+, Switching

Training

- Simultaneously training on J2EE in Jspiders, Old Airport road.
- Self-taught designer on Joomla and WordPress.
- Learning PHP, Python from online courses.
- Attended training on A+, Optiplex, latitude and rugged latitude systems in Dell.
- Attended Immersive Group Workshop on Team work and Leadership Skills conducted by i-POINT

Personal Strengths

Quick learner, good interpersonal skills, team player and flexible to learn and grow in organisation in multiple technologies whichever stimulates the growth of my professional career.

Personal Profile

Date of Birth : 06 December 1991
Father's Name : Harish M Shetty
Sex : Male
Marital Status : Single
Nationality : Indian
Languages Spoken : Fluent in English, Hindi, and Tulu
Hobbies : Riding, checking out online courses and playing football/badminton.
Current Address : H. No: 602, 2nd floor, 1st B main road, Near Domlur Post Office, Domlur layout, Bangalore- 560071, Karnataka.
Permanent Address : H. No: 2-71, "EKVERA", Opp. Panchayat Office, Thenka Yermal, Udupi- 574119, Udupi District, Karnataka.