

# SIMRAN KUMARI

Dehri-on-sone, Bihar

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## Summary

**Senior System Associate** specializing in **ServiceNow** and **Python** 2+ years of experience with a demonstrated history of working in the information technology and service industry.

## Skills

- Core Programming Languages: Java, C, C++
- Cloud-based platform for automating: ServiceNow
- Scripting Languages: Python
- Java Spring Boot Framework
- Network Platform management: SevOne NMS
- Web service: Swagger API
- Designing and Other: HTML, CSS
- Backend: PL/SQL, SQL
- Databases: Oracle
- Other Tools: Eclipse
- Data Science using Python (Basic concepts)
- Linux Operating System and shell scripting (Basic commands)
- Interpersonal communication skills

## Experience

**Senior System Associate, Infosys Ltd - Bangalore, India, 10/2023 to Present**

### Project Name: BT

- ServiceNow Developer responsible for creating catalog item , flow design and incident

**Senior System Associate, Infosys Ltd - Bangalore, India, 01/2023 to 09/2023**

### Project Name: Telstra

- Data Engineering Analyst responsible for handling incidents and tickets
- Production support for T-inform RDW and EDW Team
- Works with clients to provide primary and secondary research within an industry or functional area.

**Systems Associate, Infosys Ltd - Bangalore, India, 10/2021 to 12/2022**

### Project Name: BT GS Automation Lab

- Developed new Service Assurance Product for BT Client using Python, ServiceNow, SevoneAPI,

SevOneNMS

- Python Developer for various tasks including URL retrieval, device and device group creation, network setup for service assurance product
- Implemented start and stop server functionality using ServiceNow, Python, and Alibaba
- Conducted Daily Sanity testing of the network service assurance product
- Developed ML use cases using Streamlit and Plotly Dash

**System Associate Trainee, Infosys Ltd- Mysore, India, O6/2021 to 09/2021**

- Trained in basic computer technology, DBMS, Oracle PL/SQL, and Java Spring Boot at Infosys Leadership Institute, Mysore
- Received training in Business Communication excellence and Behavioral training

## **Education and Training**

**MCA: Computer Application, Patna University - Patna, 2019-2022**

Masters with Distinction, Final Grade: A+

**BCA: Computer Application, Magadh Mahila College – Patna, 2016-2019**

Graduated with Distinction, Final Grade: 75.5%

## **Certifications**

- Infosys Certified Java SE8 Developer
- Infosys Certified ServiceNow Administrator
- Infosys Certified Network Design Associate
- Infosys Certified Advance Python Concept
- Infosys Certified Java SQL and Telecom
- ServiceNow Certified Welcome to ServiceNow