

## **RESUME**

**Mala E**  
(TSE, Login Infotech)

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### **Career Objectives:**

To become a successful Professional and to work in an organization where my knowledge can be shared and utilized, and my creative skills can be brought out in the best of the organization.

### **Profile Summary:**

- A highly competent and result-oriented **Technical Support Engineer** with above **1 years** of experience is responsible for providing technical support to clients in person and remotely.
- Involved in troubleshooting ,resolving customer inquiries ,and providing excellent customer services.
- I have a proven track record of reducing customer downtime and improving the Customer satisfaction by quickly resolving technical issues.
- Highly Experienced Application Support Engineer with a proven track record of success in the Business Statergy & Analysis field .
- Skilled in troubleshooting and resolving complex technical issues,as well as providing expectational customer services.
- Have experience in domains like Microsoft .
- Involved in 0365 and M365 activities and managing the licences and maintain a software assets of the company .

### **Educational Details:**

Course	Year of passout	College/University	Grade
B.E(CSE)	2022	SJM INSTITUTE OF TECHNOLOGY (Chitradurga)	6.7

## **Professional Experience:**

**Working as Technical Support Engineer with Login Infotech from December 2022 till date.**

**Role:** Technical Support Engineer

**Team size** : 10+

**Experience** : 1Year

### **Roles and Responsibilities:**

- Handling Microsoft Licences.
- Tracing the requirement and follow with the customers .
- Installing the 0365 and M365 licences to the customers and solving the problems.
- Raising the tickets to the Microsoft to connect the vendors and customers to solve the queries.
- Resolve Technical issues within different components of computer systems ,This may includes computer hardware and software systems.
- Troubleshooting hardware and software problems.answering inquiries and documenting results.
- Resolving network issues,configuring operating systems and using remote desktop connections.
- Providing support to customers with malfunctioning software systems ,using communication skills to effectively collaborate with customers.
- Manage a range of tasks from assisting in resolving technical issues with customers to maintaining the infrastructure of an organizations systems.
- Responsible for providing technical support to clients in person and remotely giving such assistant means that's all about solving problems from the moment call the customer service line until the callers issues are resolved.
- Working on azure and cloud implementation and generate leads and provide the support to the antivirus like Kaspersky ,McAfee and QuickHeal.
- Gathering daily and monthly of sales people Technical incidents.
- Checking all the systems of the internal teams suppose any queries update to the higher authority.
- Renewal of the M365 and 0365 licences to the customers and update the status in SOI portal and SAVEX Portal .
- Attending the webinars ,meetings with domestic and non domestic clients setup meetings between the vendors and clients

## Technical Certifications

Selenium Testing Course in Tap Academy.

## Technical Skills

**Java** : OOPS Concepts ,Type casting ,Method overloading ,Method overriding ,Interface , Collection ,Abstract Class and Abstract methods ,Constructor .

**Selenium Testing** : Id, name .Link Text ,X path and on Web Elements ,Synchronizations ,handling and popup ,Java Script Executor ,Data Driven testing ,Test Ng ,POM .

**Manual Testing**: Software Development Life Cycle (SDLC),Whitebox Testing ,Black Box Testing , Regression testing ,Smoke testing ,Functional testing ,Integration testing ,System Testing and thorough Knowledge on Adoc testing ,Acceptance testing and Globalization testing .

- STLC(Software Testing Life cycle),defect track cycle and Defect Life Cycle.
- Able to write test cases and implement it practically .

## Project :-

**Title** : Orange HRM

**Domain** : Selenium with Java

**Tools** : Eclipse

**Frame work used** : POM (Page Object Model)

## Description:-

The main objective of our project is to monitor bridge conditions using different sensors, and to avoid boat collision avoidance with reference to the bridge if boat exceeds the bridge height it will sends an intimation that there will be a chance of collision and to wirelessly transmit the data through IOT .

## Project in

**Name** :-Graphical password to avoid Shoulder surfing

**Role**: Lead

**Description** :- The main aim of the project was a novel authentication system pass matrix based on graphical passwords to resists shoulder surfing attacks .The use of these images as a password to resists shoulders surf attacks .More effective graphical image pattern passwords mapping scheme is provided strengthen the Integrated security.

**Name** :- Intelligent Tourists Prediction Sight seer using Machine Learning .

**Role** :-Lead

**Summary** : The main aim of the project was a seign knowledge based system which will be build on the human behaviour .To help in designing the efficient ,fast path searching algorithm with optimization .To provide the structure database each place with its short description ,timings, ratings etc with GPS and GPRS .The geographical data base of the places should also be built .

### Personal Details:

• Date of Birth : 16th Oct 1999  
• Gender : Female  
• Marital Status : Unmarried  
• Nationality : Indian  
• Languages : English, Kannada, and Telugu  
• Address : 645//a.6<sup>th</sup> main road ,near Arvind Book house ,SBI Colony  
Hoshalli Extension,Stage 1,Vijayanagar ,Bengaluru .

### Declaration

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I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Place: Bangalore

Signature,  
Mala E