

Arbaz Shaikh

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EXPERIENCE

○ Tata Consultancy Services

○ Support Analyst

September 2020– Present

- Worked as a Level-2 Production Support Engineer to support various Finance applications
- Ensures 2nd line support requests, ad-hoc queries. Performed resolution of incidents and problems including prioritization and escalation to relevant groups with appropriate root cause analysis of all problems within the specified SLAs.
- Ensure monthly Production changes are properly planned by coordinating with related Stakeholders, explaining the business impact and performing PIV to ensure there has been no negative impact of changes to Production applications.
- Provide Extensive support during Critical Project time such as End of Month and End of Year. Participated in daily, weekly and bi-annually status meetings.
- Perform detailed analysis and debugged production Jobs failure, engage and coordinate with different teams for resolution.
- Actively participate in knowledge sharing sessions. Contributed in support process documentations and service improvement plans.

Education

Academic Qualifications.....

○ M.H. Saboo Siddik College of Engineering

Byculla

○ B.E. Computer Engineering , 8.18

2020

○ K.J. Somaiya College Of Science and Commerce

VidyaVihar

○ HSC, 81.38%

2016

○ Guru Nanak English High School

Vikhroli

○ SSC, 91.4%

2014

Achievements and Certifications.....

- Certified in TCS Elevate MERN stack Exam by building Full Stack Webpage for Student Results.
- Completed Codedamn Full-Stack Certifications course by building multiple JavaScript, React and Node.js Projects.
- Qualified GATE 2020 CS exam with 98 percentile.

Notable Projects.....

- **Web Development** 'Responsive Portfolio' | Source Code | Demo
 - Developed a fully responsive Web Portfolio using **HTML, CSS** and **JavaScript** .
 - Apply functionalities such as Dark Theme ,Modal and Touch Slider.
- **Web Development** 'Quiz App' | Source Code | Demo
 - Developed a Quiz App in React JS with 22 categories.
 - Use Material UI and created various Custom reusable React Components.
 - Users can take quiz in 3 difficulty and 22 categories.
- **Machine Learning:** 'Sentiment Analysis' | Source Code
 - Create a GUI in using python which takes input a sentence and give its sentiment.
 - Use Naive Bayes Algorithm to classify the sentence as positive or Negative.
 - Learned different NLP concepts such as tokenization, Lemmatization, Bag of Words etc.
- **Operating System:** 'Matrix Multiplication Using Multithreading'
 - Implement basic Matrix Multiplication Using Multithreading.
 - Use Posix thread library to create with 1 thread for each multiplication.
 - Increase efficiency Of Matrix Multiplication Several times.

Technical Skills

- Languages: Java, JavaScript, SQL, Python, C.
- Web Development : React, Express, Mongo, Cypress, Redis.
- Remedy, Service Now, Control-M, Toad, CyberARK.