

# Ashok Selvakumar

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## SUMMARY

Experienced IT Support Specialist with over 2 years of expertise in maintaining, troubleshooting, and optimizing enterprise-grade systems. Adept at resolving incidents, performing root cause analyses, and improving system reliability while adhering to SLAs. Skilled in utilizing proactive monitoring, and cross-functional collaboration to deliver seamless user experiences in Agile environments.

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## EDUCATION

MSc Web and Mobile Development Technologies | **Distinction**  
Northumbria University

Sept 2023 - Oct 2024  
London, United Kingdom

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## SKILLS

**Languages:** Java, Python, JavaScript, PHP

**Project Management:** Agile, SCRUM, ServiceNow, JIRA, Git, GitHub

**Support Expertise:** Incident Management, RCA, SLA Adherence,  
Knowledge Transfer & Documentation

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## PROFESSIONAL EXPERIENCE

### Junior Software Engineer

Cognizant Technology Solutions

Oct 2021 - Aug 2023

- Facilitated a high-traffic underwriting portal for a leading insurance firm, ensuring system stability and resolving over 700 incidents.
- Spearheaded root cause analysis for 50+ problem tickets using Java, effectively preventing recurring issues by implementing streamlined debugging practices.
- Mentored cross-functional knowledge transfer sessions to enhance team capabilities, documenting solutions, and optimizing internal technical expertise.
- Orchestrated the design of a refined SQL script approach, boosting processing efficiency by 40% for faster datahandling in production environments.
- Contributed to Agile ceremonies, collaborating with cross-functional teams to define requirements and ensure alignment with business goals.

### Intern

Mar 2021 - Jul 2021

Cognizant Technology Solutions

- Implemented robust version control practices using Git/GitHub to ensure smooth collaboration across cross-functional teams.
- Worked closely with clients to understand project goals, providing technical support, and delivering innovative solutions.
- Adhered to secure coding practices to mitigate vulnerabilities and ensure data security in all software solutions.

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## PROJECTS

### StockPro Web Application | [Link](#)

- Leveraged an inventory management system using Spring Boot, Angular, and MySQL, featuring real-time tracking, AI-driven forecasting, and scalable MVC architecture to enhance stock control.

### Available Cars Web Application | [Link](#)

- Created a secure full-stack car rental platform using PHP, integrating payment processing, location tracking, and data protection.

### City Classifieds Web-Application | [Link](#)

- Designed a Java full-stack application with Angular, Spring Boot, and MySQL, enabling users to explore tourist spots and access city-specific information.

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## AWARDS

- Cheers and Client Award (2023) – Cognizant Technology Solutions.
- Star Performer ( 2022) – Cognizant Technology Solutions.