Ashok Selvakumar

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Portfolio: [ashokselvakumar-portfolio.netlify.app/](https://ashokselvakumar-portfolio.netlify.app/)

# 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.

# EDUCATION

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

**Northumbria University**

# SKILLS

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

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

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

# PROFESSIONAL EXPERIENCE

## Junior Software Engineer Cognizant Technology Solutions

Sept 2023 - Oct 2024 London, United Kingdom

## 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 data handling 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.

# PROJECTS

## StockPro Web Application | [Link](https://github.com/Ashok-30/StockPro)

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](https://github.com/Ashok-30/AvailableCars)

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

## City Classifieds Web-Application | [Link](https://github.com/Ashok-30/cityclassified-project)

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

# AWARDS

Cheers and Client Award (2023) – Cognizant Technology Solutions.

Star Performer ( 2022) – Cognizant Technology Solutions.