

C Chandana

MSc Cyber Security | Frontend Developer | Application Support Engineer

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PROFILE

- Industry experience of 2 years at TCS as a Frontend developer and Application support engineer.
- Recent MSc. Cyber Security graduate with second class honors.
- Skilled in HTML, JavaScript, and CSS with debugging and scripting background.
- Proficient in Linux/Unix, networking, basics of secure coding.
- Strong foundation in Agile development, UI troubleshooting, and continuous deployment environments.
- Knowledge of ITSM framework and workflows for incident management based on ITIL 4 foundation certification.
- **Work Authorization:** Eligible to work in Ireland, available for remote jobs, immediately available for Full-Time Role.

TECHNOLOGY SKILLS

- **Frontend:** HTML, CSS, JavaScript, Responsive UI Design, Git, Google Chrome DevTools
- **Framework:** React
- **Programming Languages:** Java, Python
- **Database:** MySQL
- **Cloud:** AWS, Azure
- **ITSM Tools:** ServiceNow
- **Networking & Protocols:** TCP/IP, basic SNMP concepts
- **Tools & Technologies:** REST APIs, JSON, Eclipse IDE
- **Project Management:** JIRA
- **Cybersecurity:** Secure Coding, Network Security, Penetration Testing, Forensics, Cloud Security

EDUCATION

2023-2024 [National College of Ireland]

MSc Cyber Security

2:1 Honors

Modules: Security Fundamentals, Secure Programming for Web, Network Security and Penetration Testing, IT Law and Ethics, Research in Computing, Cryptography, Secure Programming for Application Development, Malware Analysis, Research Methods, Internship, Incident Response and Analytics, Forensics and eDiscovery, Cloud Security

2017-2021 [[Shambhunath Institute of Engineering and Technology]

B.Tech in Computer Science Engineering

First Class Honours

WORK EXPERIENCE

Aug 2021- Mar 2022| Tata Consultancy Services (TCS)

Analyst | Client [MetricStream London, UK]

- Primary IT support contact for analyzing, solving and documenting the user-report issues in MetricStream application.
- Using ServiceNow to log the tickets, track and resolve incidents efficiently within SLA targets.

- Working with the cross-functional teams and backend team to resolve the issues and perform technical support.
- Performed root cause analysis on all the customer issues to improve overall system stability.
- Maintained detailed documentations of the issues for future reference and supporting faster issue resolution.
- Provided IT support to solve technical concerns of the end-user.

Apr 2022-Mar 2023| Tata Consultancy Services (TCS)

Frontend Developer | Client [Vodacom Group, South Africa]

- Developed and designed responsive user interfaces using HTML, CSS and JavaScript.
 - Collaborated with backend team to implement intuitive, engaging user experiences aligned with product goals.
 - Implemented Agile methodologies and JIRA for planning, task tracking.
 - Managed code across pre-production and production environments using Version control using GITHUB.
 - Identified and resolved UI issues, conducted cross browsing testing, to enhance the load time and user satisfaction.
 - For debugging frontend behaviors and improving code quality through Google Chrome DevTools.
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CERTIFICATIONS

- ITIL® 4 Foundation – Trained & Certified at TCS
 - AWS Cloud Fundamentals – Corporate Training at TCS
 - Meta Front-End Developer Certificate (in progress)
 - Java & Python Certifications – Internshala
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INTERESTS AND ACHIEVEMENTS

Class Representative:

- Voted Class Representative for 2017-2021 in B.Tech which involved advocating for a class.
- Voicing the opinions of the class at academic meetings and acting as a liaison between staff and students.
- Successfully reached agreement with students and academics on timetabling and exam queries raised by the class.