

Sufiya Sadaf A Baligar

Contact No.: [+91-9880523256](tel:+91-9880523256)

Email ID: sufiyasadafbaligar@gmail.com

LinkedIn: [Sufiya Sadaf](#) | [LinkedIn](#)

Professional Summary:

- Diligent and detail-oriented Software Engineer with a consistent record of excellence, receiving a consecutive two-year streak of 5-star ratings during my tenure at Cognizant Technology and Solutions.
- Proficient in HTML5, CSS3, JavaScript, SQL, C#, ADO.Net, MS SQL Server, Entity Framework, ASP.Net, ASP.Net MVC, & Microsoft Azure.
- Adept at utilizing troubleshooting methodologies and collaborating with cross-functional teams to analyze complex issues, identify root causes and implement solutions.
- Skilled in technical documentation, incident resolution, problem management, system monitoring with minimal downtime, ensuring seamless operations and exceptional client satisfaction.
- Quick learner with a passion for coding. Excited to learn and contribute to innovative software projects.
- Strong communication and interpersonal skills, with the ability to present technical concepts clearly using Microsoft Word, Excel, and PowerPoint.

Qualification Details:

Course	Institution	Academic Year	Grade
Bachelor of Engineering in Biotechnology	KLE Technological University (Hubli – Karnataka, India)	August 2017 - August 2021	Distinction
11 th and 12 th Grade (Science)	Nalanda PU College (Hubli – Karnataka, India)	June 2014 - May 2016	Distinction
10 th Grade	SMAK English Medium School (Hubli – Karnataka, India)	June 2013 - May 2014	Distinction

Work Experience:

Company - Cognizant Technology & Solutions

- Software Engineer (September 2021 - Present)

Bangalore, Karnataka - India.

Role/Responsibilities:

- Provided expert L2/L3 support for diverse IT systems, ensuring quick issue resolution and minimal downtime.
- Collaborated with cross-functional teams, vendors, and third-party providers for complex problem analysis and diagnosis.
- Utilized networking and UNIX skills to troubleshoot connectivity issues, resolving software/hardware defects.
- Performed proactive system monitoring, addressing potential issues before impacting operations.
- Created and maintained technical documentation, knowledge base articles, and support processes.
- Developed automated scripts, reducing manual effort by 33.33% for routine maintenance tasks.
- Managed end-to-end IT service delivery using ServiceNow.
- Earned positive client feedback for effective communication and efficient problem-solving during critical incidents.
- Demonstrated expertise in IP networking, resolving network-related issues.
- Participated in regular training sessions to expand technical knowledge.
- Assisted in deploying software updates, patches, and security enhancements.
- Contributed insights and solutions in weekly knowledge-sharing sessions.
- Optimized system performance and implemented critical changes via modification of XML configuration files.
- Created and executed PowerShell scripts for server reboots and maintenance tasks.
- Managed application databases, ensuring accurate modifications, updates, and deletions.
- Played a pivotal role in project execution, engaging with Jira tickets for prompt resolution.
- Designed and implemented a user-friendly interface using HTML5, CSS3, and JavaScript.
- Developed front-end features for an intuitive user experience.
- Integrated secure backend functionalities for data storage and user authentication.
- Created and managed a comprehensive hospital database for accurate information.
- Optimized website performance for fast loading and efficient search.

- Tested and debugged to ensure reliable functionality and user experience.
- Documented code and processes for a clear development environment.

Technical Skills:

- Programming Languages: **C#, C**
- Web Development: **HTML5, CSS3, JavaScript, React**
- Database Management: **SQL, Microsoft SQL Server, Entity Framework, ADO.Net**
- Operating Systems: **Windows, Linux**
- Web Frameworks: **ASP .NET, ASP .Net MVC**
- Cloud Computing: **Microsoft Azure**
- Project Management: **Jira**
- Scripting: **PowerShell**

IT Service Management Skills:

- **Incident Management:** Proven ability to effectively manage and resolve IT incidents to minimize impact on operations.
- **Service Request Management:** Experience in handling service requests efficiently to meet user needs and ensure customer satisfaction.
- **Knowledge Management:** Skilled in creating and maintaining comprehensive knowledge bases to support team efficiency and problem resolution.
- **Problem Management:** Strong analytical and problem-solving skills, with a focus on identifying and addressing root causes to prevent recurring issues.
- **Change and Release Management:** Experience in planning and implementing changes and releases, ensuring seamless transitions with minimal disruptions.
- **Event Management:** Adept at monitoring and responding to events, ensuring proactive identification and resolution of potential issues.
- **Application Management:** Skilful management of applications, ensuring optimal performance and seamless integration within the IT ecosystem.

Soft Skills:

- **Collaboration:** Proven ability to collaborate and communicate with cross-functional teams to achieve project goals.
- **Troubleshooting and Debugging:** Proven ability to identify and resolve complex issues, ensuring smooth operation of IT systems.
- **Adaptability:** Demonstrated flexibility and adaptability in navigating changing project requirements.
- **Leadership:** Leadership qualities shown through the successful guidance of project teams.
- **Data Analysis:** Strong analytical skills, utilizing multiple data sources to identify patterns, trends, and insights.
- **Customer-Facing Experience:** Demonstrated ability to interact effectively with customers, providing solutions and maintaining a high level of customer satisfaction.

Personal Details:

- **Hobbies:** I'm passionate about a multitude of creative pursuits, spanning from the realms of painting and sketching to the intricacies of poetry, fashion designing, and the culinary arts.
- **Languages:** I possess fluent communication skills in English, Kannada, Hindi, and Urdu, along with the ability to read Arabic proficiently.
- **Willingness to Relocate:** I am open and willing to relocate as required by the company to contribute effectively to its goals and initiatives.