

ISHANTH S G

Senior Systems Executive

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SUMMARY

Self-motivated and aspiring Frontend Developer with 3 years experience in Incident management and support, with a strong foundation in React, JavaScript, HTML, CSS, REST API's. Passionate about building responsive web applications and currently transitioning into web development. Willing to utilize my knowledge for the growth of the organization and myself, through hands-on projects and continuous learning.

EXPERIENCE

Senior Systems Executive

Cognizant Technology Solutions

📅 06/2021 - Present 📍 Bengaluru

Worked as a Tech lead for Incident Management. Managed and worked on priority incidents. Collaborated with different teams to ensure timely resolutions.

- Provide technical support for the L1 team and help them understand the customer issues.
- Maintaining the incident queue by following up on the issues and resolving the tickets.
- Take supervisor transfer calls for major and high priority customer issues.
- Collaborated with cross-functional teams to ensure timely delivery of project milestones.
- Create and resolve incidents and perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Provide chat support for client location managers/administrators and office users.
- Determine the best solution from using the Knowledge Base with the issue and details provided by the customer.

Intern

Cybernetic Systems

📅 06/2019 - 09/2019 📍 Hosur

Provided Hardware/Software solutions

- Worked on Hardware products and components, and provided with service and maintenance.
- Went on field visits to client's companies/offices and provided software solutions, installation of new computers, servers and network routers.

EDUCATION

Bachelor of Technology in Computer Science

Presidency University

📅 2017 - 2021 📍 Bengaluru

OTHER ACHIEVEMENTS



Roller Skating

* Represented Karnataka in National Level Roller Skating Championships held in Mumbai.

* Won 2 silvers and 1 bronze medal in State Level Roller Skating Championships held in Bengaluru.

FIND ME ONLINE



LinkedIn

<https://www.linkedin.com/in/ishanth-s-g-8b0720186/>



GitHub

<https://www.github.com/Ishanth-Gowda>

TECHNICAL SKILLS

React	JavaScript	CSS	REST API
Java	HTML	SQL	GitHub
VS Code	DSA		

ADDITIONAL SKILLS

Active Directory	ServiceNow	Citrix
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PROJECTS

KANBAN BOARD

Built a responsive personal to-do list / Kanban board using JavaScript and CSS modules

WEATHER APP

Consumed REST API to display live weather data using Weather API

CERTIFICATIONS

JavaScript

Scaler, 2025

Databases and SQL

Scaler, 2024

Intermediate DSA

Scaler, 2024

LANGUAGES

JavaScript

Proficient



REST API

Advanced



React

Proficient



Java

Advanced



HTML

Native



CSS

Native

