

# Saran S

MCA Student

## Contact

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## Technical Profile

- Python
- SQL
- HTML
- JavaScript
- Microsoft Word
- Microsoft Excel
- Tableau
- Power BI
- Network Security
- CSS
- Git
- Adobe Photoshop
- Adobe lightroom
- Adobe premiere pro
- Canva

## Soft Skills

Interpersonal communication

Team player

An aspiring Data analyst with a passion for transforming raw data into meaningful insights. Who possess strong analytical skills and am proficient in data collection, cleaning, and visualization using tools like Excel, SQL, Python. The goal is to uncover valuable patterns and trends within data to aid organizations in making informed, data-driven decisions. With a keen attention to detail and a commitment to turning data into actionable information, dedicated to contributing to the success of data-driven projects.

## Work History

2021-08 -  
2023-01

### Senior Technical Support Engineer

*Tata Consultancy Services, Chennai*

**Project 2:** Senior Technical Support Engineer

**Domain :** Health and Insurance

**Period:** Jan 2022- Jan 2023

- Troubleshooting technical issues: Support engineers are responsible for identifying and resolving technical issues related to products or services
- Providing technical support: Support engineers provide technical assistance to customers through different channels, such as phone, email, chat, or remote desktop access
- Documenting technical issues: Support engineers should document technical issues and resolutions accurately in ticketing system or other relevant tools
- This documentation can be used for future reference or to identify

**Project 1:** Technical Support Engineer

**Domain :** Networking

**Period:** Aug 2021 - Dec 2021

- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Responded to support requests from end-users

Conflict management

Critical thinking

Time Management

Adaptability

Continuous Learning

and patiently walked individuals through basic troubleshooting tasks

- Performed root cause analysis of reported issues to enact corrections
- Worked directly with clients in rollout and post-rollout stages to train and support new applications and systems
- Documented faults and bugs for referral to development staff for use in updates

## Education

2022-10 - Current	<b>Master of Computer Applications - MCA: Computer Programming, Specific Applications</b> <i>Gurunanak College - Chennai</i>
2018-06 - 2021-05	<b>Bachelor of computer applications -BCA: Computer Science Alpha arts</b> <i>And Science College - Chennai</i>

## Certifications

2023-02	Nasscom: Beginner for Data Science
2019-09	Cambridge English Entry level certificate in ESOL international(Business)
2023-06	Forage Data Analytics Virtual internship
2023-07	Cisco Networking Academy- Python Essentials
2023-07	Cisco Networking Academy- Networking basics
2023-08	DSRC- SQL Training

## Hobbies

Photography, Photo editing, Video editing, Chess, playing cricket and puzzle solving, Reading books.

## Interests

Data Analytics

Front-End Development

Photography

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## Extra curricular Activities

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- MCA Department Association Member.
- BCA Department Cricket team Captain.
- Photographer and photo, video editor.