# R MEGHA

## Profile

Results-driven professional with nearly two years of experience in application support, demonstrating resilience, strong problem-solving skills, and a commitment to continuous learning. Eager to step into a leadership role, possess proven qualities that align with effective team management, aiming to contribute meaningfully to a dynamic and innovative work environment. My goal is to leverage my skills to drive success, foster collaboration, and make a positive impact on both team dynamics and project outcomes.

## Personal Details

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- ✉️ meghar1498@gmail.com
- ➤ https://megharme.github.io/Profile/
- 📍 Thiruvananthapuram, Kerala
- 📅 March 14, 1998
- 🧍 Female
- 🚩 Indian
- in linkedin.com/in/megha-r-b511671b1

## Skills

HTML

CSS

JavaScript

Java

Python

Communication

Listening

## Experience

### Assistant Systems Engineer

Tata Consultancy Services          Feb 2021 - Dec 2022

**User Support and Issue Resolution:**
- Respond to user inquiries and issues related to applications.
- Troubleshoot and diagnose software problems reported by users.
- Provide timely and effective solutions to user-reported issues.
- Collaborate with development teams to resolve complex technical issues.

**System Monitoring and Maintenance:**
- Monitor application performance and availability.
- Conduct routine checks to ensure system health and stability.
- Identify and address potential issues before they impact users.

**Incident Management:**
- Log and track incidents reported by users.
- Prioritize and escalate incidents based on severity and impact.
- Follow incident management processes to ensure timely resolution.
- Communicate status updates to users and relevant stakeholders.

**Documentation and Knowledge Sharing:**
- Maintain detailed documentation for common issues and resolutions.
- Create and update knowledge base articles for user self-help.
- Share knowledge with team members to improve overall support capabilities.
- Document troubleshooting steps for future reference.

**Collaboration with Development Teams:**
- Work closely with software development teams to understand application architecture.
- Provide feedback to developers on recurring issues and suggest improvements.
- Participate in the testing and validation of new software releases.

Teamwork

Problem Solving

Meeting deadlines

Critical thinking

# Languages

| | |
|---|---|
| English | ●●● |
| Hindi | ●●● |
| Malayalam | ●●● |
| Tamil | ●●○ |

# Projects

**Amazon Clone with React**
- Developed a fully functional website mimicking the features of Amazon using React.js.
- Followed a comprehensive tutorial to build the project, gaining hands-on experience in React component structure, state management, and lifecycle methods.
- Implemented key features such as product listings, user authentication, and a responsive shopping cart.
- Utilized HTML, CSS, and JavaScript to create a dynamic and engaging user interface, closely replicating the visual aesthetics of the original Amazon website.

**Portfolio Project: React-Based Personal Website**
- Developed a professional portfolio website using React.js to showcase skills, projects, and experience.
- Leveraged React components to create modular and maintainable code, allowing for easy updates and additions to the portfolio content.
- Deployed the portfolio project using GitHub Pages, highlighting practical deployment skills.

- Assist in the deployment of software updates.

**Performance Analysis and Reporting:**
- Analyze application performance metrics and logs.
- Generate reports on system performance and user-related issues.
- Identify trends and patterns to proactively address potential issues.

# Education

● **Bachelor of Technology**   2016-2020

APJ Abdul Kalam Technological University

Sree Chitra Thirunal College of Engineering, Pappanamcode, Thiruvananthapuram, Kerala

**CGPA - 8.51**

● **Higher Secondary Certificate**   2014-2016

Kerala Board of Higher Secondary Education

Government Model Boys Higher Secondary School, Harippad, Alappuzha, Kerala

**Percentage - 96.75**

● **Secondary School Certificate**   2013-2014

Central Board of Secondary Education

Amrita Vidyalayam, Harippad, Alappuzha, Kerala

**CGPA - 10**

# Achievements

● **Star of the Month Award (November, 2022)**
- Awarded "Star of the Month" for exceptional performance and significant contributions to a critical project phase.
- Successfully resolved a major problem, earning client appreciation and preventing potential losses.

# Volunteering

**National Service Scheme (NSS)**   2017-2019
- Actively engaged in diverse community service initiatives, enhancing interpersonal and leadership skills, as well as fostering adaptability and teamwork.
- Organized a successful cleaning drive in collaboration with the Tourism Department.
- Sharpened communication and organizational abilities through effective planning and execution.
- Played a pivotal role in a seven-day camp focused on water pollution and conservation.
- Led efforts to raise awareness, demonstrating commitment to environmental sustainability.