MONIKA MISHRA
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WORK EXPERIENCE

Infinite Computer Solutions   **Bangalore, India**
Associate Software Engineer   *May 2019 – September 2021*
- Analyzed root cause for failures and issues on a Network Fault Management System (Netcool) as a Technical Support Engineer(L2) by investigating the raw data received, script, logs and lookup files to process the data on Linux and final data extracted from OracleDB.
- Implemented necessary changes on the scripts to resolve technical issues for 12 international clients.
- Customized the scripts based on client's requirements.
- Integrated Network Elements to Network Management System (Netact) by creating shell scripts and successfully completed 4 projects within 6 months.
- Performed troubleshooting for any issues with the Integrated elements and the data generated by these elements.
- Performed backup and restoration of data generated by these Network Elements
- Awarded Employee of the Month for December 2020.

EDUCATION

Institute of Technical Education and Research (SOA University)   **Bhubaneshwar, India**
Electronics and Communication Engineering   *July 2015 – August 2019*
- Overall Percentage: 85.3/100

St. Mary's English High School   **Jamshedpur, India**
12th Boards   *June 2013 – July 2015*
- Overall Percentage: 74/100

Sacred Heart Convent School   **Jamshedpur, India**
10th Boards   *June 2013*
- Overall Percentage: 87/100

INTERNSHIP

Tata Steel Ltd.   *May 2018 – June 2018*
- Created a functional Cyber Security Model for Mobile Applications.

Bharat Sanchar Nigam Ltd.   *May 2017 – June 2017*
- Practical training in fields of Broadband, GSM and CDMA Mobile services and Transmission systems.

SKILLS AND INTERESTS

- **Skills:** Microsoft Office (Word, Excel, PowerPoint)| Python(Basic)| Shell Script| SQL| Linux| JIRA
- **DataBases:** OracleDB
- **Tools:** VMWare| Putty| RasClient| WinScp
- **Interests:** Analytics, Music, Sketching