**MONIKA MISHRA**

Telephone: +91 9078783144 Email ID: [mishramonika.149@gmail.com](mailto:mishramonika.149@gmail.com)

**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