| Professional Headshot of Man |  |  |
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| Summary Chicago Contact **PHONE:**  Nidhi Patel  **LinkedIN:**  Datsme2601@gmail.com  **Email:**  (331) 243-5268  **Location:**  link Certifications: **CERTIFICATION:**  • Proactively and independently, resolve technical issues and system failures (tasks in Translation Workflow Automation systems that have fallen in ‘error’ stages, which require corrective action). • Supported technologies including SDLX, SDL Trados Studio, Translation Workflow Automation Systems (e.g., SDL TMS). • Performed Access Management of SDL systems. • Performed system configuration, modify existing Translation system workflow, or modify costing Information. • Investigated windows server, database, and network problems and recommend/implement solutions. • Encoded and Windows file system, XML, and HTML. • Created reports using SQL server management. • Tracked incidents logged in ServiceNow and report on the progress of Change Requests in JIRA. • Gathered new requirements for existing or new implementations and contributed to the configuration as well as testing. • Communicated with PMO and client for support on any request. • Prioritized tasks based on the overall impact of the system failures or complexity of the new requirements for the end-user. • Regularly accessed SharePoint sites for internal document collaboration, ensuring easy and secure retrieval of project-related materials. • Utilized confluence to guarantee the continual updating and maintenance of pertinent project documentation, while also ensuring that any modifications are effectively communicated to the extended project team.  Google Analytics Certification |  | EDUCATION **• Software Development Life cycle. • Data Visualisation: Power BI, Tableau, R studio, SPSS. • Languages: - C, JAVA. • Databases: Oracle, MySQL. • Operating System: Linux and Windows Operating system. • Waterfall and Agile methodologies. • Customer relationship management. • Web Technologies: JavaScript, HTML, PHP, CSS, R • Python Libraries: Pandas, Numpy, Streamlit • Integrated Development Environments (IDEs): Visual Studio (VS), IntelliJ IDEA**  **Computer science** WORK EXPERIENCERWS Group Application Specialist–2022  2022 SKILLS • Skilled in the analysis of computer systems and recommending effective solutions for enhancement. • Created and developed business requirements to support functionalities in adherence to new laws and regulations. • Good knowledge of programming languages, system implementation, and software analysis. • Experience in design and development of a product using, JavaScript, MySQL, and other technologies. • Proficient in integrating existing systems with new hardware and software. • Testing experience in a web application, client-server network, and database project. • Experience writing SQL queries. • Outstanding analytics and problem-solving skills. • Experience with JIRA. • Good understanding of SDLC processes and Agile development methodology. • Ability to deal with clients and business partners to understand their needs and work accordingly. • Developed, modified, and execute system test plans. • Expert in offering technological solutions for all types of complex business problems. • Skilled in Windows operating systems. |