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# Noneel Prasad

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## PROFESSIONAL SUMMARY

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Enthusiastic developer eager to contribute to team success through smart work, attention to detail and excellent organizational skills. Clear understanding of SDLC, motivated to learn, grow and excel. Currently transitioning from Dev to DevOps.

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## SKILLS

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- Languages: C#, PHP, Python
- Web Development: HTML5, CSS3, Javascript, React
- Technologies: Git, Docker, Kubernetes, xUnit, CI/CD, RESTful API
- Databases: MySQL, MSSQL, Oracle and MongoDB
- DevOps Basic : Azure and AWS, Powershell/Python scripting, ARM templating and Terraform modules and Intro IAC

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## EDUCATION

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**Master of Computing Science and Information System - 2020**

**The University of the South Pacific**

**Bachelor of Software Engineering - 2018**

**The University of the South Pacific**

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## WORK HISTORY

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**Analyst Programmer - September, 2019 to Present**

**The University of the South Pacific - Suva**

- Used .Net platform to plan, design and implement an online facility that enables students to lodge special registrations and University approvers to process online.
- Organized and provided software training, to new and existing user regarding application features and improvements
- Worked closely with the business analyst with documents such as Scope, Requirements, Design, Testing, User Acceptance, Change Management, Rollout and Support Plan.
- Maintained key existing KPI Survey Reporting Platforms developed on the ASP.NET stack
- Assisted in the automation of student reports on the SQL Server Reporting Services system.
- Assisted with integration of inhouse applications with external information systems
- Contributed to the migration of old DTS packages to new SSIS packages to align with the company's upgrade policy.
- Investigated and addressed application system issues to improve usability and functionality.
- Provided Level 2 support and address support tickets on the company's help desk platform.

**Research Assistant - October, 2017 to September, 2019**

**The University of the South Pacific - Suva**

- Conducted research on the Academic Approval Framework in order to locate information and move away from manual paper based applications
- Aided in the development of an online facility to align with the Academic Approval Framework and processes through research and development.
- Attended project meetings, took detailed meeting notes, turned in project deliverables on time
- Organized all required paperwork's from meeting minutes to application development documentations
- Worked with all departments to ensure all requirements are met
- Do a variety of clerical tasks, such as progress report, answering phones and assisted other fellow colleagues

### **Application Support Engineer** - July, 2017 to October, 2017

#### **Digicel** - Suva

- Answered and triaged requests for assistance in order to provide Level 2 support to customers.
- Assisted in the installation of wiring and cabling for new department servers
- Worked on overseeing certain server backups and procedures
- Suggested and implemented technical feasibility solutions for a new mobile app.
- Coordinated with application team to finalize designs and confirm app requirements.
- Kept track of server system checks and performance and generated statistical reports for current measurements.
- Carried out day to day tasks on multiple software solutions used by the company

### **IT Services-Student Intern** - July, 2016 to November, 2016

#### **The University of the South Pacific** - Suva

- Interacted professionally with students and staff by phone, email, or in person to provide information and direct them to the appropriate staff members.
- Performed level 1 telephone support for users at all levels across the University community.
- Attended to queries over the Helpdesk counter.
- Resolved basic software, and networking problems / conflicts / defects.
- Performed required office administrative duties
- Assisted with Office Administrative duties

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## **CERTIFICATIONS**

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- Microsoft Certified: Azure Fundamentals – September, 2021