Poojashri P S

SOFTWARE ENGINEER

A BE Computer Science & Engineering Graduate with desire to explore and learn new technologies .

👤 PERSONAL INFO

📞 8618744884

✉️ pspoojashri27@gmail.com

📍 R R Nagar , Bengaluru

in https://www.linkedin.com/in/poojashri-p-s-3376411ab

🎂 27 - 01 - 2000

👤 SOFT SKILLS

- Hard working
- Good Comunication
- Time Management
- Self-Management

⚙️ TECH SKILLS

- C / C++
- Java / CSS
- Python
- HTML / SQL
- UNIX

🌐 LANGUAGES

- English
- Hindi
- Kannada
- Telugu

🎓 EDUCATION

2018 - 2022
Bachelor's Degree

Global Academy of Technology
Visvesvaraya Technological University
Computer science and engineering
CGPA - 7.09

2016 - 2018
Pre-university

R N S Pre- University
Karnataka P U Board
PCMC - 72.83%

2016
Primary & High school

THE HOME SCHOOL
Karnataka SSLC Board
89.76%

💼 PROJECTS

Fake news Detection and Sentiment Analysis -2021

All the Tweets from Twitter API is extracted and the model is trained to classify the message given as "True" or "Fake" using Naïve Bayes Classifier. The Sentiment Analysis is the another part which gives the results as graph.

Pizza Ordering DBMS - 2020

An online Pizza Ordering DBMS . User can order the food and employees can manage the orders in the website using their login credentials.

Snowman and Android man using OPEN GL - 2020

The project aims at implementing the transformation of Snowman to Android man in OpenGL using built functions provided by graphics library.

Hospital Management system - 2019

Hospital management system helps manage the healthcare information effectively

📜 COURSE

- R Programming, IEEE cell, 2020
- Python Workshop, 2019
- Raspberry Pi Workshop, 2018

MY DARE BOX

Technical Intern (06/2021 -09/2021)

I've completed my final year intership for 3 months under the guidance of Mr.Nagesh who is the Technical head of My Dare Box .

LIVEWARE-NODE.JS AND MONGO DB

Web Intern (01/2020 - 02/2020)

Created a website for a non-existing hospital. The necessary frontend and backend operations were implemented.

EXPERIENCE

SW/App/Cloud Tech Support Engineer (01/23 - 06/23)

Accenture Solutions Private Limited
Project - Virgin Media (UK)
Responsibilities-

- Ensured low and medium priority incidents are being addressed in a timely manner to prevent them from becoming significant incidents.
- Follow up with customers to ensure issue has been resolved and gain feedback from customers about computer/application usage.
- Tracked and handled escalated issues presented by Tier 1 analyst.
- Drive RCA(Non FLF) and corrective action completion to help eliminate disruption of services therefore improving the day-to-day operations of the organization using validated problem analysis methodology and tracking all elements of the RCA to closure.
- Created Analyst performance reports on day to day basis.
- Solving queries of a customer/ VIP customers Skillset: Incident Management tickets.

Technical And Software Skills-

- Desktop troubleshooting for Operating System: Windows XP/7, Windows 10
- MS Office 2010 (Word, Excel, PowerPoint, Outlook)
- Experience in Working on Citrix Application and Remedy (Ticketing tool).
- Basics of Active Directory (User account creation and Maintenance/Access Management via Security groups/RBAC etc...)
- Basics of Exchange related Topics (Email/DL/DDL creation, Membership management, Alias addition, Email Tracing, Meeting room support etc..)
- Improved project results by recommending changes in information to be updated in knowledge base by tracking and understanding emerging practices.
- Discuss the Weekly updates in the Team Huddle.

- Performed Quality assurance check of the tickets processed by team, coordinated with onshore clients to complete work assignments under deadlines and delivered 100% results.
- Ticketing tools worked on: BMC Remedy (Dashboard creation and report management), Remote tools: Bomgar.