# JYOTIKA AHUJA (1) Featured

Software Engineer seeking roles in Software Development, Software Design, Application Support, Project Management, Incident Management, Product Testing, Requirement Gathering, Software Testing, Production Support, PL/SQL, JAVA, UNIX, Service Delivery



Current Designation: Software Engineer Total Experience: 3 Year(s) 8 Month(s)

Current Company: HCL Technologies Ltd Notice Period: 3 Months

Current Location: Noida Highest Degree: MCA [Computers]

Pref. Location: Delhi / NCR, Gurgaon, Noida

Functional Area: IT Software - Application Programming /

Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Software Engineer, Software Developer, Software Development, Software Design, Application Support, Project

Management, Incident Management, Product Testing, Requirement Gathering, Software Testing, Production

Support, PL/SQL, JAVA, UNIX, Service Delivery

Verified: Phone Number | Email - id

Last Active: 19-Jan-21 Last Modified: 19-Jan-21

## Summary

MCA Professional with experience of over 3.5 years in Software Development & Engineering mainly JAVA, REMEDY Tool, UNIX & PL/SQL and Jeera Tool

Proficiency in mapping requirements and writing various kind of SQL like DDL, DML, DCL and Basic Query Language Strong design skills including deploying and maintaining application using UNIX and SAS

Experience in ITIL and ITSM operational process like Incident Management, Change Management, Problem Management, Release Management and Service Improvements

Competent in production support (L2/L3 level of support), enhancement and maintenance

Experience in preparing technical specifications according to business needs; suggesting improvements to existing system designs

Excellent analytical, problem-solving and organizational capabilities with proven track of applying knowledge & modern skills

## **Work Experience**

#### **HCL Technologies Ltd** as Software Engineer

May 2017 to Till Date

Key Result Areas

Mapping requirements and providing customized software solutions involving finalization of product specifications and selection of appropriate techniques; conducting system study and coordinating with team members for System Design & Integration, Application Maintenance and so on

Managing various technical aspects like software design, coding of modules, monitoring critical paths & taking appropriate actions

Providing technical support in the design and development of embedded software applications; assisting in the development of new systems or enhancement of existing systems based on customer requirements

Working with the development and implementation teams in completing projects within allotted budget and timelines; analyzing and troubleshooting system issues in a timely fashion

Attending regular team meetings to share project status, giving ideas and resolving issues

#### **Education**

UG: BCA (Computers) from Vaish Girls College, Maharshi Dayanand University (MDU) Rohtak in 2013

PG: MCA (Computers) from YMCA university in 2016

Other Qualifications/Certifications/Programs:

Certification on core JAVA

#### IT Skills

Skill Name	Version Last Used Experience
Windows (XP,7 & 10)	
Java, Unix	
MS Office -2007, 2010	
PL/SQL	
Remedy, Access center	
Oracle SQL Developer	
Putty, Base SAS 9.4	

## Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert			
Hindi	Expert			

## **Projects**

Project Title: MERCK Client: MERCK

Nature of Employment: Full Time

Duration: Apr 2018 - Till Date Onsite / Offsite: Offsite

Team Size: 30

Role Description: Worked on Incidents regarding access to researches, scientists to applications and resolving them with in

SLA

Troubleshoot, debug and upgrade existing system using technology ORACLE, UNIX and SAS

Project Details: MERCK is one of the leading biopharmaceutical companies which aim at provision and development of

innovative medicines and vaccines that improves lives around the world.

Project Title: Husqvarna Client: Husqvarna

Nature of Employment: Full Time Duration: May 2017 - Apr 2018

Onsite / Offsite: Offsite Team Size: 10

Role Description: Worked on the Database Management Part like Oracle SQL Query

Worked on Service Now tool to handle the tickets Prepared monthly report on run.Advisor tool

Handle access level tickets

Project Details: Husqvarna offers a full range of forest and gardening outdoor power tools including lawn mowers,

chainsaws, robotic mowers and more for both professional.

## **Affirmative Action**

### **Work Authorization**

Employment Status: Full time

Category: General

Physically Challenged: No

Job Type: Permanent