

PRIYA FRANCIS

SITRA, COIMBATORE

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Professional Summary

Results-driven professional with **5 years of total experience**, including **3 months as a Frontend Developer** and **5 years in Production Support**. Skilled in designing and implementing dynamic, user-friendly web interfaces using modern technologies like **HTML, CSS, JavaScript, and React**. Recent experience emphasizes building high-performance React applications in Agile environments. A collaborative team player with strong problem-solving skills and a commitment to delivering high-quality, user-centric solutions.

Technical Skills

WebTechnologies: HTML5, CSS3, JavaScript(ES6+), DOM Manipulation

Frameworks/Libraries: ReactJS, React-Redux, TailWind CSS, Node Js, Express Js, RESTful API's

Database: MongoDB

Developer Tools: VS Code

Version Control: Git, GitHub, AWS

Experience

Glacier Technologies

Frontend Intern

Jun 2025 – Present

- Developing responsive and user-friendly web interfaces using React.js, HTML5, CSS3, and JavaScript.
- Collaborating with designers and backend developers to implement UI components and ensure seamless integration.
- Optimizing components for maximum performance across web and mobile devices.
- Participating in Agile development practices including daily stand-ups, sprint planning, and code reviews.
- Gaining hands-on experience with tools like Git and browser debugging tools.
- Worked on integrating REST APIs built with Node.js and Express.js.
- Basic exposure to MongoDB for handling data storage and retrieval in project workflows.

Infosys Ltd

Technical Operations Associate

Jan 2023 – Oct 202

- Provided L2 support for critical business applications, ensuring rapid resolution of incidents and minimal impact on end users.
- Monitored batch jobs and system performance using Splunk.
- Worked with cross-functional teams to triage and escalate high-priority issues.
- Prepared RCA (Root Cause Analysis) reports for major incidents and implemented preventive measures.
- Participated in change and release management activities, ensuring smooth deployments.

Senior Operations Executive

Jul 2022 – Jan 2023

- Managed daily health checks, job failures, and incident queues through ServiceNow.
- Acted as a point of contact for issue escalations and coordinated with L3/development teams.
- Ensured SLA compliance for ticket resolution and documented recurring issues for knowledge base articles.
- Automated routine support tasks to improve efficiency and reduce manual effort.

- Provided L1/L2 technical support for backend production systems, ensuring timely resolution of user-reported issues and maintaining high system availability.
- Performed log analysis and monitoring in Unix environments to troubleshoot application and job-level issues.
- Collaborated with infrastructure and development teams to escalate and resolve critical incidents impacting business operations.
- Developed scripts and SQL queries to retrieve, validate, and analyze data during incident investigation.
- Created and maintained support documentation, including standard operating procedures, troubleshooting guides, and RCA reports.
- Participated in 24x7 shift rotations and on-call support, ensuring continuous system monitoring and rapid response to alerts.
- Identified trends in recurring issues, raised problem tickets, and implemented preventive measures.
- Conducted knowledge-sharing sessions and contributed to continuous improvement of support processes.
- Provided training and support to junior team members, fostering a collaborative and knowledge-sharing environment.

Trainee**Oct 2019 – Feb 2020**

- Achieved an overall score of 80% in generic and specialized training programs.
- Gained foundational knowledge in SQL and Python, contributing to versatile skill development.
- Recognized for exceptional performance and promoted to Operations Executive.

Developed Projects

Thulir Health Care | React Js, Node Js, Express Js, MongoDB

- Developed a service based website for Thulir Health Care a Siddha clinic.
- Implemented cart functionality to order their herbal products online
- Ensured **seamless communication between frontend and backend** with Axios API calls.
- Added **form validations and error handling** to improve data accuracy and user experience.

Mini Projects

- Portfolio Website
- Weather App
- Hike Calculator
- Expense Tracker
- Todo List
- Basic calculator
- BMI calculator

Education

Dr.N.G.P Arts & Science College*B.Sc.Computer Science with 76%***Jul 2016 – Apr 2019***Coimbatore, Tamil Nadu***ARC Matric Higher Secondary School***Higer Secondary with Percentage – 80%***June 2015 – Mar 2016***Coimbatore, Tamil Nadu***Interests**

- **Full Stack Web Development:** (MERN stack)
- **Back-end:** Python, Node JS
- **Front-end:** React